

# Guide for travelling with ÖBB in Austria

Fare conditions and General Terms and Conditions



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## To good connections

Dear passengers

wherever your journey may take you - we will do everything we can to ensure that you reach your destination safely and happily. In this handbook, we have summarised the legal principles for your trips in Austria with us.

If you buy a ticket for an ÖBB-Personenverkehr AG train or bus to a destination in Austria, you enter into a contract of carriage with us. Your rights and obligations under this contract are set out in the Conditions of Carriage, Section A. [→ 12] of this manual.

The fare conditions in Section B. [→ 36] provide information about the tickets we offer, as well as the according terms of use. In Section C. [→ 64], "Customer groups", you can read all about possible discounts on ticket prices.

In order to ensure that this guide is easy to read and understand, we use the terms "customer" and "employee" for both genders. When we write about "buses", we mean our Intercity buses. If we mention "ÖBB" or "us" in the rates, we are always referring to ÖBB-Personenverkehr AG.

We hope you have a pleasant journey and will be happy to answer any questions you may have at our service number 05-1717. On the Internet, you will find information on travelling with ÖBB at [oebb.at](https://oebb.at).

Your ÖBB

*In the event of discrepancies between the German version and the English version of the Guide for travelling with ÖBB in Austria, the German version shall prevail.*

## Revision history

Item	Revision
A.3.1.2. [→ 13]	Amendment regarding tickets for regional transport
A.3.1.3. [→ 14]	Amendment regarding tickets for long-distance and night trains
A.3.1.6. [→ 14]	Amendment of section Where can you buy our tickets?
A.3.2.2. [→ 15]	Amendment of the fee for penalty fares
B.1.16.	Expiry of Sommerticket 2021
C.5. [→ 64]	Vorteilscard – Extension of discount on seat reservations
E.1.1. [→ 89]	Amendments to service fees

## A. Conditions of Carriage

### A.1. Definitions

#### A.1.1. Infant

A.1.1.1.1. Infants are passengers up to the age of one day before their 6th birthday.

#### A.1.2. Child

A.1.2.1.1. Children are passengers aged 6 to 14 – from their 6th birthday until one day before their 15th birthday.

#### A.1.3. Adults

A.1.3.1.1. Adults are passengers from their 15th birthday onwards.

#### A.1.4. Local transport

A.1.4.1.1. Our local train types are regional train (R), regional express train (REX), cityjet express (CJX) and S-Bahn (S).

#### A.1.5. Long-distance transport

A.1.5.1.1. Our long-distance train types are Eurocity (EC), Intercity (ÖBB IC or IC), ICE, Railjet (RJ), Railjet Xpress (RJX) or D-Zug (express train) (D).

#### A.1.6. Night trains

A.1.6.1.1. Our night train types are Nightjet (NJ), Euronight (EN) and D-Zug express trains with sleeper cars and couchette compartments.

#### A.1.7. Buses

A.1.7.1.1. Our buses are Intercity buses on the routes between Graz, Klagenfurt, Villach and Venice.

#### A.1.8. Commutation cards

A.1.8.1.1. Commutation cards are day passes or weekly, monthly and annual tickets. They can be used for an unlimited number of trips within a certain period of validity. They are available as route tickets for a certain valid route, or as zone or network tickets within a certain area of validity.

#### A.1.9. Passengers with limited mobility

A.1.9.1.1. Passengers with limited mobility are passengers whose mobility while travelling by train is restricted and who therefore need our support or an adaptation of our services to their needs.

A.1.9.1.2. This includes passengers with disabilities, i.e. blind passengers, passengers in a wheelchair, persons disabled by war with a degree of disability of at least 70 % and holders of a disability pass with a degree of disability of at least 70 %.

A.1.9.1.3. This also includes:

- Passengers with other physical, sensory or motor disabilities
- Passengers with a mental disability or impairment
- Passengers with limitations due to their age

## A.1.10. Goodwill vouchers

- A.1.10.1.1. A voucher, which you receive from us free of charge, is a goodwill voucher. You can redeem goodwill vouchers when purchasing tickets via [tickets.oebb.at](https://tickets.oebb.at) or via the ÖBB app. Advertising or promotional vouchers are not goodwill vouchers and are subject to special redemption conditions.

## A.2. Area of validity

- A.2.1.1.1. These Conditions of Carriage govern the conclusion and implementation of contracts of carriage between you as a passenger and us. They apply to the carriage of passengers, their animals, luggage, bicycles and vehicles on our trains and buses.
- A.2.1.1.2. These Conditions of Carriage apply to all routes between our train stations in Austria and between border stations abroad operated in cooperation with other railways, as per Section E.7. [→ 96].
- A.2.1.1.3. These Conditions of Carriage furthermore apply to our buses in Italy and on the following routes abroad:
- on the German route between Salzburg Central Station and Kufstein
  - on the Hungarian route between Loipersbach-Schattendorf and Deutschkreutz
  - on the Liechtenstein route between Tisis and Buchs (SG)
- A.2.1.1.4. Our Conditions of Carriage and Terms of Use for tickets in accordance with B. [→ 36] also apply to buses identified as rail replacement services. These buses replace our planned train services if these are unable to run, e.g. due to construction work or service interruptions.

## A.3. Travelling on our trains and buses

### A.3.1. Tickets

#### A.3.1.1. Contract of carriage

- A.3.1.1.1. In order to travel on trains and buses operated by ÖBB, you need a valid ticket. This is the proof of your contract of carriage with us, and the basis of your rights and obligations before, during and after your journey. Please check immediately after purchase that the ticket corresponds to your travel requirements.
- A.3.1.1.2. The contract of carriage is concluded in one of the following situations:
- Your ticket is handed over or sent to you
  - You click on “Complete ticket purchase” on [tickets.oebb.at](https://tickets.oebb.at) or within the ÖBB app.
- If you book your trip via [tickets.oebb.at](https://tickets.oebb.at) or the ÖBB app, you must ensure that you receive your ticket prior to departure, as specified in Section D.1.3. [→ 75].

#### A.3.1.2. Tickets for regional transport

- A.3.1.2.1. For regional trains, you need a ticket before you board. This also applies to dogs and bicycles. At train stations without ÖBB ticket counters or ticket vending machines, you can also board a train without a ticket. You can also board a train without a ticket if all ticket machines at the station no longer accept coins and banknotes. In these cases, you will receive your ticket on the train at the same price as at the ticket vending machine at the train station, either from our staff or from the ticket machine. Please purchase your ticket

immediately after boarding, otherwise you are travelling without a valid ticket. Please note that a failure of the electronic payment function of a ticket machine does not constitute a defect and therefore does not entitle you to purchase a ticket on the train.

- A.3.1.2.2. Our ticket machines can only return a limited amount of change. Our ticket machine can accept banknotes of different denominations if the change to be returned to you is less than € 9.00.

### A.3.1.3. Tickets for long-distance and night trains

- A.3.1.3.1. On long-distance and night trains, you can also buy your ticket from our staff on the train. Please inform our staff immediately and without being asked that you need a ticket when they come around for a first ticket check. Otherwise, you will not be travelling with a valid ticket. ÖBB standard tickets as per B.1.1. [→ 36]. have their own price for on-board sales, which you can find at [www.oebb.at](http://www.oebb.at). Please note that you pay the on-board price when purchasing any other ticket on the train. This consists of the fare and a service fee, as specified in Section E.1.1. [→ 89].

### A.3.1.4. Tickets linked to specific trains or buses

- A.3.1.4.1. Tickets linked to specific trains or buses are only valid on the trains and buses for which they were purchased. You can only travel on the trains and buses indicated on the ticket. The ticket is not valid on any other train or bus. The restriction of the validity to certain trains and buses can be found in the Terms of Use for the tickets in B. [→ 36].

- A.3.1.4.2. We cancel the limitation to a certain train or bus if the use of the original connection is not possible because:

- The train or bus was cancelled,
- You miss your connecting train or bus due to a delay or
- the train or bus can only be boarded with a reservation because it is too full.

Our train attendants will confirm the cancellation of the limitation to a certain train or bus.

### A.3.1.5. Ticket inspections

- A.3.1.5.1. Please keep your ticket safe – it may also be checked any time after your journey, until you have left the platform access.

- A.3.1.5.2. We inspect tickets and, if applicable, the associated discount cards manually and electronically by scanning the QR code. During a inspection, you show your ticket and, upon request, also your proof of identity or your discount card to our staff. Our employees will also show their employee ID card upon request.

- A.3.1.5.3. In order to prevent fraud, we randomly collect tickets to verify their authenticity. If you are ever subject to such a collection of your ticket, we will issue you with a replacement ticket, which is then your valid ticket and also serves as a confirmation of collection.

- A.3.1.5.4. If you are travelling with an invalid ticket or an invalid discount card as per Section A.3.2.1.1. [→ 15], we will also collect it. In this case, you are considered a passenger without a valid ticket and will be subject to a penalty fare.

### A.3.1.6. Where can you buy our tickets?

- A.3.1.6.1. You can obtain the tickets for our trains and buses from the following points of sale:

- ÖBB ticket counter
- at [tickets.oebb.at](http://tickets.oebb.at)
- ÖBB ticket vending machine

- Customer service 05-1717
- ÖBB app
- in travel agencies and other agencies selling ÖBB tickets
- from the staff on our long-distance and night trains
- from the staff on our local trains, as specified in Section A.3.1.2. [→ 13]

A.3.1.6.2. You can obtain the prices for our tickets in our electronic sales systems, at ÖBB ticket counters or from our customer service at 05-1717, in each case for the respective sales channel. You can find an overview of the prices at [www.oebb.at](http://www.oebb.at).

A.3.1.6.3. Please keep your ticket safe. In the event of a loss, we can only replace tickets issued in your name at an ÖBB ticket counter. Unfortunately, we cannot replace other tickets, even if you have an invoice for them.

A.3.1.6.4. Please note the following regarding the issuance of replacement tickets at an ÖBB ticket counter: ÖBB tickets issued on security paper at an ÖBB ticket machine or an ÖBB ticket counter can only be reissued upon presentation of confirmation of an official loss or theft report. This is due to financial and tax law regulations.

## A.3.2. Passengers without a valid ticket or without a valid discount card

### A.3.2.1. When is your ticket or discount card invalid?

A.3.2.1.1. Your ticket is invalid if

- the use does not comply with the fare conditions as per Section B. [→ 36] especially if the validity period of your ticket has already expired,
- the content was changed, e.g. change of date or photo,
- the ticket/the discount card was suspended due to a qualified delay in payment and
- the ticket/the discount card cannot be checked for validity due to its condition.

A.3.2.1.2. Your ticket is also invalid if

- your ticket has not yet reached its validity period,
- a discount card such as a Vorteils card is required, which is not presented or is invalid,
- your ticket is only valid in connection with an ID card, which is not presented or is invalid.

A.3.2.1.3. Your ticket will be retroactively invalidated if you reverse its purchase in the ÖBB app using the “undo” function, despite demonstrably having used it.

### A.3.2.2. Penalty fares

A.3.2.2.1. If you travel with us but cannot present a valid ticket, you will be subject to a penalty fare, as specified under E.1.2. [→ 89]. You will then receive a receipt in the amount of the penalty fare from our staff. With this receipt, you will be allowed to remain on the train and travel in 2nd class, however no further than to the train's final destination or the last stop in Austria. If there is no further stop in Austria, the receipt is valid until the first stop abroad.

A.3.2.2.2. You can pay the penalty fare either immediately on the train to our employees or at a later point in time. If you pay the penalty fare immediately on the train, we will not register your information. As a result, we will not be able to process a subsequent appeal from you regarding this penalty fare. If you pay the penalty fare at a later point in time, it

is increased by the processing fee specified in Section E.1.3. [→ 89]. In this case, you need to present your photo identification card including proof of age to our employee. They will then record your data and address.

- A.3.2.2.3. We will subsequently charge you a penalty fee as per Section E.1.2. [→ 89], as well as a processing fee as per Section E.1.3. [→ 89], if you reverse your ticket purchase in the ÖBB app despite demonstrably having used it, in accordance with Section A.3.2.1.3. [→ 15].
- A.3.2.2.4. All information required for the payment of the penalty fare can be found on the receipt. Here, you will also find the contact data for the person you can contact in writing if you want to object to the penalty fare.
- A.3.2.2.5. Please contact us within 14 days with a justified objection to the penalty fare or transfer the due amount. If we receive neither an objection nor the payment from you within this period, we will send you a reminder. This effort will result in additional costs for you as specified in Section E.1.6. [→ 89], which you will need to pay, as well. After this, you have another 4 weeks to file a justified objection against the penalty fare or to transfer the due amount. If you do not respond to our reminder within 4 weeks, we will forward our outstanding receivables to a debt collection agency.
- A.3.2.2.6. If you do not provide your personal data and address or refuse to accept the receipt, we can expel you from the train.
- A.3.2.2.7. Travelling without a valid ticket is an administrative offence. We are entitled to report it to the authorities as provided for by statutory provisions.
- A.3.2.2.8. For trips within the region served by the Vorarlberg transport association, we will charge a penalty fare in accordance with the Vorarlberg transport association's fare conditions.

### **A.3.2.3. Children and adults under the age of 18 without a valid ticket**

- A.3.2.3.1. We do not issue a penalty fare if children and adults under the age of 18 without a valid ticket present a proof of age. In this case, they purchase a ticket with a Servicegebühr on the train, as specified in Section E.1.1. [→ 89]. For trips within the region served by the Vorarlberg transport association, we will charge a penalty fare in accordance with the Vorarlberg transport association's fare conditions.
- A.3.2.3.2. If no proof of age can be provided or the ticket cannot be paid immediately, we will issue a claim for a penalty fare. In this case, however, the proof of age can still be submitted within 13 days. After this, we reduce the original penalty fare to the price of a standard single ticket for children or adults under the age of 18, as well as a processing fee as per Section E.1.4. [→ 89].

### **A.3.2.4. Passengers with disabilities without a valid ticket**

- A.3.2.4.1. We do not charge a penalty fare if the following passengers are encountered without a companion on the train and do not have a ticket:
  - Blind passengers and passengers with a strong visual impairment and
  - wheelchair users.
- A.3.2.4.2. If you can only buy tickets at an ÖBB ticket machine at a railway station or on the train, we will not charge a penalty fare to the following passengers without an accompanying person:
  - Passengers who, due to their advanced age, are unable to operate a machine
  - Passengers who, due to limited manual or mental capacity, are unable to operate a machine



- A.3.2.4.3. For the passengers listed under A.3.2.4.1. [→ 16] and A.3.2.4.2. [→ 16], we also do not charge the Service fee as per Section E.1.1. [→ 89] if they purchase tickets aboard the train.
- A.3.2.4.4. We also do not charge a penalty fare if passengers in wheelchairs can reach their destination station more easily and without barriers by taking a detour to the booked route.
- A.3.2.5. Passengers who have forgotten their Österreichcard**
- A.3.2.5.1. If you cannot present your Österreichcard during ticket inspections on the train, you have the option of purchasing a standard single ticket without discounts as per Section A.3.1.3.1. [→ 14] from our employees on long-distance and night trains. Our staff will then note your name, the type and number of your photo ID with proof of age and your birthday on this ticket.
- A.3.2.5.2. You can submit this ticket together with a copy of your Österreichcard to us to claim a refund up to 6 months after the last day of validity of your ticket. You will then be refunded the ticket price after deduction of the processing fee specified in Section E.1.5. [→ 89].
- A.3.2.5.3. If you do not purchase a ticket on the train, we will charge a penalty fare as per Section A.3.2.2. [→ 15]. On this, we will note that you have forgotten your Österreichcard. Afterwards, you can send us a copy of your Österreichcard to the address on the receipt within 13 days. We will then reduce the penalty fare to the amount of the processing fee as per Section E.1.5. [→ 89].
- A.3.2.6. Passengers who have forgotten personalised tickets**
- A.3.2.6.1. If you have forgotten a ticket issued in your name and cannot present it during a ticket inspection on the train, you have the option of purchasing a standard single ticket without discounts as per Section A.3.1.3.1. [→ 14] from our employees on long-distance and night trains. Our staff will then note your name, the type and number of your photo ID with proof of age and your birthday on this ticket.
- A.3.2.6.2. With a copy of your original forgotten ticket issued in your name, you can submit the ticket purchased on the train for a refund up to 6 months after its last day of validity. If the area and period of validity of both tickets are the same, you will be refunded the ticket price after deduction of the processing fee specified in Section E.1.5. [→ 89].
- A.3.2.6.3. If you cannot purchase a ticket on the train, we will charge a penalty fare as per Section A.3.2.2. [→ 15]. On the receipt, we will note that you have forgotten a ticket issued in your name. Afterwards, you can send a copy of the forgotten ticket to the address on the receipt within 13 days, and we will reduce the penalty fare to the amount of the processing fee as per Section E.1.5. [→ 89].
- A.3.2.7. Passengers who have forgotten a Vorteils card or a proof of entitlement**
- A.3.2.7.1. There are tickets and reservations issued by ÖBB or transport associations which are only valid in combination with a proof of entitlement. These include:
- Vorteils card
  - Disability pass
  - Student and apprentice card
- A.3.2.7.2. If you cannot present your Vorteils card nor your proof of entitlement during a ticket inspection on the train, you have the option of purchasing a ticket for the difference to the full price without discounts as per Section A.3.1.3.1. [→ 14] from our staff on long-distance and night trains. We will note your name, the type and number of your photo ID with proof of age and your birthday on this ticket.

- A.3.2.7.3. You can submit this ticket together with proof of your Vorteils-card or your proof of entitlement to us to claim a refund up to 6 months after the last day of validity of your ticket. You will then be refunded the additional costs after deduction of the processing fee specified in the Section E.1.5. [→ 89].
- A.3.2.7.4. If you travel with a discounted reservation, specified in Section C.5. [→ 64], we will charge you a service fee according to section E.1.1. [→ 89].
- A.3.2.7.5. If you do not purchase a ticket on the train as per Section A.3.2.7.2. [→ 17] or when you do not pay the service fee as per Section A.3.2.7.4. [→ 18], we will charge a penalty fare as per Section A.3.2.2. [→ 15]. On this, we will note that you have forgotten your Vorteils-card or proof of entitlement. Afterwards, you can send a copy of your Vorteils-card or your proof of entitlement to the address on the receipt within 13 days, and we will reduce the penalty fare to the correct ticket price for your trip, increased by the amount of the processing fee as per Section E.1.5. [→ 89].
- A.3.2.8. Passengers who have forgotten their photo identification card**
- A.3.2.8.1. If you have forgotten your photo identification card including proof of age for your Vorteils-card and cannot present it during a ticket inspection on the train, you have the option of purchasing a ticket for the difference to the full price without discounts as per Section A.3.1.2.2. [→ 14] from our staff on long-distance and night trains.
- A.3.2.8.2. If you do not purchase a ticket on the train, we will charge a penalty fare as per Section A.3.2.2. [→ 15].
- A.3.2.8.3. Since we cannot determine your identity at any time, we will not be able to refund your payments made as per Section A.3.2.8.1. [→ 18] and A.3.2.8.2. [→ 18].
- A.3.3. Travelling infants and children**
- A.3.3.1.1. Infants travel free of charge and without tickets on our trains and buses.
- A.3.3.1.2. On our local and long-distance trains and buses, infants can only travel when accompanied by an adult.
- A.3.3.1.3. On our night trains, infants and children must be accompanied by an adult.
- A.3.3.1.4. On night trains, infants can share the sleeping berth or couchette with the person accompanying them. Accommodation in gender-specific compartments is possible for infants, regardless of whether they are boys or girls.
- A.3.3.1.5. Children need their own sleeping berth or couchette on night trains.
- A.3.4. Passengers with limited mobility**
- A.3.4.1. Information for passengers with limited mobility**
- A.3.4.1.1. At [oebb.at](https://oebb.at), you will find comprehensive information and descriptions of available facilities for barrier-free access to all our train stations and stops.
- A.3.4.1.2. Information on the scope of the assistance options is available on our homepage at [https://oebb.at/de/Reiseplanung/Barrierefreies\\_Reisen](https://oebb.at/de/Reiseplanung/Barrierefreies_Reisen), as well as from the ÖBB customer service at 05-1717, menu option 5.
- A.3.4.1.3. On long-distance routes, many trains are equipped with wheelchair spaces and a toilet suitable for use by persons in wheelchairs. Details on these facilities can be found in our online timetable at [oebb.at](https://oebb.at).
- A.3.4.1.4. Some local trains have been equipped with barrier-free facilities, including boarding aids on certain vehicles, toilets suitable for wheelchair users and digital information systems.

- A.3.4.1.5. On night trains with multifunctional carriages, persons in wheelchairs are also able to travel comfortably in a couchette compartment.
- A.3.4.1.6. You can take the following orthopaedic aids along on our trains free of charge:
- Mechanical or electric wheelchairs
  - Walking frames
  - multi-track electric scooters
- A.3.4.1.7. Our trains and hoists can carry aids up to the following dimensions:
- Length: 1.250 mm
  - Width: 800 mm
  - Height: 1.090 mm
  - Weight: 250 kg, including the passenger
- A.3.4.1.8. Please understand that for space reasons we can only take hand-operated bicycle wheelchairs, so-called “hand bikes”, if the wheelchair can be separated from the bicycle part.
- A.3.4.1.9. Accompanying persons accompanying you to provide assistance must be able to meet their own personal needs during the journey. Only adults can serve as accompanying persons.
- A.3.4.1.10. Service dogs are specially trained to assist persons with disabilities. These are signal dogs, service dogs and dogs in training with an accompanying person and a training certificate. Service dogs must wear an appropriate harness or be accompanied by a corresponding document.
- A.3.4.1.11. Service dogs are carried free of charge and do not need to wear a muzzle.

## **A.3.4.2. Assistance for passengers with limited mobility**

- A.3.4.2.1. For passengers with limited mobility, we offer assistance services at the station and when getting on and off of our trains. For this, please inform the ÖBB customer service of your travel request and reservation up to 12 hours before your domestic trip or 48 hours before your trip abroad, either by telephone at 05-1717, menu option 5, or by e-mail to [msz@pv.oebb.at](mailto:msz@pv.oebb.at). If we have service staff on site, we will also do our best to help you without prior notification.
- A.3.4.2.2. If we are unable to fulfil customer wishes, we always try to find other solutions. If we cannot find a suitable means of carriage, you will unfortunately not be able to travel along.
- A.3.4.2.3. If you do not have a reservation and all wheelchair spaces on the train are occupied, please use the next train with free wheelchair spaces.

## **A.3.5. Behaviour during the trip**

### **A.3.5.1. Mutual respect**

- A.3.5.1.1. We strive to make the journey as pleasant and comfortable as we can for all passengers. For this, it is important that you, as our passengers, show consideration for each other.
- A.3.5.1.2. Please do not disturb fellow passengers by talking with a loud voice, listening to loud music, watching films or engaging in other activities which cause excessive noise. If you do not comply with our employees' request to show consideration for other passengers, we can levy a fine, as specified in Section E.1.8. [→ 90].
- A.3.5.1.3. All areas of our trains and buses are non-smoking areas. The smoking ban also includes e-cigarettes. Smokers will receive a fine as per Section E.1.8. [→ 90].

- A.3.5.1.4. Please help us keep our trains and buses clean and free of damage. Anyone who damages our trains or buses or makes them dirty will have to pay a repair and cleaning fee as specified in Section E.1.7. [→ 90]. In case the actual costs for cleaning and repair exceed this amount, we will also hold the respective person liable for those expenses.
- A.3.5.1.5. On our long-distance trains and on some of our local trains, we have special quiet zones or rest compartments which are designated accordingly. There, you can travel free from any disturbances. Please be particularly considerate of your fellow passengers in these areas, and remain quiet. Please follow the requests of our staff to be quiet and considerate of your fellow travellers. Otherwise, this may result in a fine as per Section E.1.8. [→ 90].
- A.3.5.1.6. On some trains we also have special compartments for ladies, infants and breast-feeding mothers. Should these compartments be needed, our staff will ask you to vacate the compartments for these special customers. If you do not comply with this request, this may result in a fine as per Section E.1.8. [→ 90].
- A.3.5.1.7. If you pay the fee at a later point in time, it is increased by the processing fee specified in Section E.1.3. [→ 89] In this case, you need to present your photo identification card including proof of age to our employees. He or she will then record your data and address.
- A.3.5.1.8. In addition to this, we are also entitled to expel you from the train in such cases.
- A.3.5.1.9. Attacks against our employees will be prosecuted in accordance with applicable criminal law.
- A.3.5.1.10. You are not allowed to offer or sell goods on our trains and buses. If you offer or sell goods, you can be fined in accordance with Section E.1.8. [→ 90].

### A.3.5.2. Use of the sleeper and couchette cars

- A.3.5.2.1. Please switch off the main lighting in the sleeper and couchette cars during the quiet time at night.
- A.3.5.2.2. If possible, our staff will prepare sleeper car beds and couchettes for sleeping or sitting according to the time of day, including at your request. Please note that our staff will process customer requests chronologically based on the time they are received.
- A.3.5.2.3. Sleeper car beds and couchettes will generally be prepared from 10:00 p.m. onwards. If a compartment user already wishes to go to bed at 09:00 p.m., all beds or couchettes in the compartment will accordingly be prepared earlier. In the morning, the compartment will be made up at 08:00 a.m. at the latest, if requested by one of the users.
- A.3.5.2.4. Some trains have times which deviate from this schedule. In these cases, you will be informed by our employees accordingly.
- A.3.5.2.5. We offer special ladies' couchette compartments on all night trains. Booking is possible up to 4 days prior to departure. Designated ladies' compartments may only be used by female passengers. Children under 6 years of age can travel in the ladies' compartment regardless of their gender. From 6 years on, only girls are allowed in the ladies' compartment. The use of ladies' compartments by male passengers is not permitted, even with the consent of the female passengers inside.

### A.3.5.3. Persons excluded from carriage

- A.3.5.3.1. We gladly allow you to travel on our trains and buses if:
- you adhere to the relevant carriage regulations,
  - carriage is possible and
  - carriage is not made impossible by conditions beyond our control.

- A.3.5.3.2. Should you behave in an unacceptable manner before or while boarding our trains or buses, our employees may deny you access to our trains and buses.
- A.3.5.3.3. We can temporarily or permanently exclude you from travelling on our trains, if:
- you pose a danger to the safety and order of railway operations,
  - you pose a threat to the safety of your fellow passengers, or
  - you harass other fellow travellers in an unacceptable manner.
- A.3.5.3.4. We can also temporarily or permanently exclude you from travelling on our trains, if you have been convicted of serious or repeated offences against:
- the issues mentioned in Sections A.3.5.1. [→ 19] and A.3.5.4. [→ 21] genannten Punkte,
  - the mandatory order or safety of railway operations, or
  - the instructions of our employees for the maintenance of order or safety of railway operations.
- A.3.5.3.5. In the event that due to a disease you pose a risk to the well-being and health of fellow passengers or our employees, our employees are authorised to deny you access to our trains and buses.
- A.3.5.3.6. In order to check the legality of a temporary or permanent exclusion, you can contact the Independent Agency for Passenger Rights (apf) in accordance with Section E.6. [→ 96]
- A.3.5.4. Use of emergency equipment**
- A.3.5.4.1. In order to ensure the safety of all passengers, our trains are equipped with emergency equipment such as emergency brakes, emergency door buttons, fire extinguishers, smoke detectors and emergency hammers. Please only use this emergency equipment in the event of danger to your own person or fellow passengers. In the event of abuse, you will be fined as per Section E.1.9. [→ 90].
- A.3.5.4.2. If you pay the fine at a later point in time, it is increased by the processing fee specified in Section E.1.3. [→ 89] In this case, you need to present your photo identification card including proof of age to our employees. He or she will then record your data and address.
- A.3.5.4.3. We will also, without exception, press charges against any person misusing safety and emergency equipment.

## **A.4. Carrying along luggage, items and animals**

### **A.4.1. Luggage and items**

#### **A.4.1.1. What kind of luggage and items can you carry along?**

- A.4.1.1.1. You can carry along luggage free of charge on our trains and buses, provided that it is stowed in the luggage racks above or below your seat or in the areas provided for hand luggage. The pieces of luggage must not exceed the maximum dimensions of 90 cm x 60 cm x 40 cm.
- A.4.1.1.2. The following pieces of luggage can also be carried along free of charge if the dimensions specified in Section A.4.1.1.1. [→ 21] are exceeded:
- Skis & Snowboard
  - Ski and hiking poles
  - Wind, string or plucked instruments

- •Wheelchairs
- •Strollers

A.4.1.1.3. The safety of our passengers is important to us. You are only allowed to carry along items that are allowed under Austrian law, in particular the provisions of the Austrian Act on the Transport of Dangerous Goods, and that do not present a risk to you, other passengers or our trains and buses. Prohibited items include in particular loaded firearms and dangerous, explosive, flammable, inflammatory, toxic, radioactive, prohibited, corrosive and infectious substances and objects, as well as other dangerous goods in accordance with the Austrian Act on the Transport of Dangerous Goods. Mopeds or scooters can only be taken along on motorail trains.

A.4.1.1.4. In case of reasonable suspicions that items may not comply with Section A.4.1.1.3. [→ 22] , our staff may check them for reasons of safety. Should we be unable to find the owner of such items, we will check them together with 2 witnesses.

A.4.1.1.5. Should your luggage and items not comply with the provisions of Section A.4.1.1.3. [→ 22] , or in case you do not agree to have them checked as per Section A.4.1.1.4. [→ 22] , our employees are authorised to deny you access to our trains and buses.

#### A.4.1.2. How to stow luggage and items

A.4.1.2.1. Please place easy-to-stow luggage in the luggage racks above the seats. As their height is limited, please stow bulky luggage under your seat or in suitable luggage racks, if available.

A.4.1.2.2. The seats on our trains and buses are only for our passengers. Therefore, please do not place any luggage or other items, such as jackets, on them.

A.4.1.2.3. For the safety of our passengers: Please keep the passageways, doors, escape routes and safety installations free at all times and always follow the instructions given by our employees.

A.4.1.2.4. If pieces of luggage are too large or if there are too many pieces of luggage, so that passageways, doors, escape routes or safety installations are blocked, thereby endangering the safety of all passengers, we must have them removed from the train. If we are not able to identify the owner, we hand over the luggage to the station staff, and it can be picked up at the lost and found office.

#### A.4.1.3. Supervision and liability

A.4.1.3.1. Please personally keep an eye on all the luggage and items you have brought on board and secure them accordingly

A.4.1.3.2. We are only liable for damage to your luggage and items in cases of intent and gross negligence:

- •amage to your luggage and items
- Theft and loss
- Personal injuries caused by your luggage and items
- •Dirt on other passengers' clothing and/or items



## A.4.2. Bicycles

### A.4.2.1. How you can take your bicycles along

- A.4.2.1.1. Our timetables at [oebb.at](https://oebb.at) show the trains and buses on which you can take bicycles along. You can also obtain this information from the timetable displays at the station, from the ÖBB customer service at +43 (0) 5 17 17 and from all points of sale.
- A.4.2.1.2. You can take one bicycle per person along. Your bicycle may also have an electric auxiliary drive, if the maximum design speed is 25 km/h. We do not take along vehicles powered exclusively by electricity. Folded scooters are not included in the bicycle category, even those with an electric drive. The dimensions of these scooters must correspond to the ones specified in Section A.4.1.1.1. [→ 21] On trains as per Sections A.4.2.1.6. [→ 23] and A.4.2.1.9. [→ 24], you can also take bicycle trailers along. Please remove your luggage from the bicycle. In addition to their bicycle, a person can also take a bicycle trailer along, for which another ticket and reservation for bicycles must be purchased.
- A.4.2.1.3. The battery must be firmly mounted on the bicycle when it is taken along on the train and must not be charged or used as a power bank or otherwise. For the battery, the same regulations apply as for bicycles. Faulty batteries and vehicles with faulty batteries are not allowed to be taken along on our trains. Please be sure to comply with the provisions of the Austrian Act on the Transport of Dangerous Goods.
- A.4.2.1.4. On long-distance and night trains as well as on our buses, please make a reservation for your bicycle. Without a reservation, we will unfortunately not be able to transport your bicycle.
- A.4.2.1.5. On all our trains and buses that offer bicycle transport, we can take bicycles with the following maximum dimensions and a maximum weight of 30 kg along:
- Bicycle length of up to 185 cm
  - Bicycle height of up to 110 cm
  - Bicycle width of up to 60 cm
  - Wheel diameter of up to 28 inches (74 cm) and wheel width of 4.2 cm
- On all our trains where we offer the transport of bicycle trailers, we can take along bicycle trailers with the following maximum dimensions:
- Trailer length (without support bar) of 110 cm
  - Trailer height of 100 cm
  - Trailer width of 90 cm
- A.4.2.1.6. On our long-distance trains which include carriages with special luggage compartments, we can also take larger bicycles and bicycle trailers along. You can find out which long-distance trains include these special carriages from the ÖBB ticket counters or the customer service at +43 (0) 5 17 17. There, you can also reserve a space for your bicycle in this carriage. On all other trains, we are not able to transport bicycles that exceed the dimensions described in Section A.4.2.1.5. [→ 23] due to the limited space available.
- A.4.2.1.7. On local trains, you do not need a reservation for bicycles. On trains with spacious multipurpose compartments, you can also take bicycle trailers along. For safety reasons, however, we are only allowed to take a limited number of bicycles and bicycle trailers per train. In case of doubt, our staff will decide whether your bicycle and bicycle trailer can be taken along or not. In this respect, passengers with wheelchairs and prams have priority over bicycles and bicycle trailers.

A.4.2.1.8. Please park your bicycle and bicycle trailer only in the area provided for this purpose, and please observe the provisions of Section A.4.1.2.3. [→ 22] If bicycles and trailers are too large or if there are too many bicycles and trailers or bicycles and trailers without reservations, so that passageways, doors, escape routes and safety installations are blocked, thereby endangering the safety of all passengers, we must have them removed from the train. If we are not able to identify the owner, we hand over the bicycles and bicycle trailers to the station staff, and they can be picked up at the lost and found office. Always follow the instructions given by our employees.

A.4.2.1.9. Please always load your bicycle yourself. In the carriages with special luggage compartments for bicycles, our train attendants will assist you during loading.

## **A.4.2.2. Supervision and liability**

A.4.2.2.1. Bicycles and bicycle trailers are hand luggage. Please keep an eye on your bicycle yourself and secure your bicycle accordingly.

A.4.2.2.2. In the following cases, we are only liable in the event of intent and gross negligence:

- Damage to the bicycle
- Theft or loss of your bicycle
- Personal injury caused by your bicycle
- Dirt on other passengers' clothing and items

## **A.4.3. Animals**

### **A.4.3.1. General**

A.4.3.1.1. Small and harmless animals can be taken along free of charge in closed and safe containers, provided that the containers comply with the provisions of Section A.4.1. [→ 21].

A.4.3.1.2. You do not need a container for your dog if it is secured with a muzzle and leash. In this case, however, your dog needs a ticket, as specified in Section B.1.1. [→ 36]. Your dog may only sit on the floor, supervised by the dog owner.

A.4.3.1.3. In accordance with Sections A.4.3.1.1. [→ 24] and A.4.3.1.2. [→ 24], you can take your animal along in the compartments of sleeping and couchette cars if you have booked the entire compartment.

A.4.3.1.4. In the event that your animal poses a risk to the well-being and health of fellow passengers or our employees due to a disease, our employees are authorised to deny you and your animal access to our trains and buses.

### **A.4.3.2. Supervision and liability**

A.4.3.2.1. Regarding the supervision and liability with respect to animals taken along, the provisions of Section A.4.1.3.1. [→ 22] apply mutatis mutandis.

## **A.5. Your rights in the event of a delay or the cancellation of a train**

### **A.5.1. Compensation for delays for ÖBB tickets**

#### **A.5.1.1. Compensation for delays for single long-distance tickets**

A.5.1.1.1. In the event of a delay of 60 to 119 minutes, you will be refunded 25 % of the ticket price. For delays of 120 minutes or more, you will be refunded 50 % of the price.



A.5.1.1.2. In the event of delayed local trains, you will receive a refund if you use the local train as a transfer train in connection with a long-distance train and have a single ticket for the entire route.

A.5.1.1.3. If you have a round-trip ticket, we calculate the compensation for a delay that occurred either on the outward trip or on the return trip based on the respective share of the fare.

### **A.5.1.2. Compensation for delays for day passes or weekly or monthly tickets**

A.5.1.2.1. If you have a day pass or a weekly or monthly ticket issued by ÖBB, you are entitled to the following compensation for delays: Flat rate of € 1.50 per experienced delay of 20 minutes or more between the station of boarding and disembarking of the trains used. You are not entitled to compensation on free student and apprentice tickets or their surcharge cards.

A.5.1.2.2. In order for us to be able to compensate you, we will need a confirmation of the delay as per Section A.5.1.5. [→ 25].

### **A.5.1.3. Compensation for delays for the Österreichcard, the ÖBB Sommerticket and the ÖBB Seniorenticket**

A.5.1.3.1. If you have a 2nd class Österreichcard, you will receive a refund of € 20.00 for every 3 delays of 30 minutes or more. We will refund you a maximum of 10 % of the price of the Österreichcard.

A.5.1.3.2. If you have a 1st class Österreichcard, you will receive a refund of € 30.00 for every 3 delays of 30 minutes or more. We will refund you a maximum of 10 % of the price of the Österreichcard.

A.5.1.3.3. If you have an ÖBB Sommerticket for passengers under the age of 20, you will receive a flat-rate refund of € 10.00 for at least 3 delays of 60 minutes or more. If you have an ÖBB Sommerticket for passengers above the age of 20, you will receive a flat-rate refund of € 18.00 for at least 3 delays of 60 minutes or more.

A.5.1.3.4. If you have an ÖBB Seniorenticket for one month, you will receive a flat-rate refund of € 15.00 for at least 3 delays of 60 minutes or more. If you have an ÖBB Sommer-ticket for one day, you will receive a flat-rate refund of € 5.00 for at least 3 delays of 60 minutes or more.

A.5.1.3.5. In order for us to be able to compensate you, we will need a confirmation of the delay as per Section A.5.1.5. [→ 25].

### **A.5.1.4. Under what circumstances will you not receive a compensation for delays?**

A.5.1.4.1. You are not entitled to a compensation for delays if:

- you are informed about possible delays prior to buying your ticket
- you can continue your journey with another means of public transport or on another route and therefore arrive at your destination with a delay of less than 60 minutes; tickets as per Section A.5.1.2. [→ 25] are not affected by this provision.

### **A.5.1.5. Where can you receive the confirmation of delay?**

A.5.1.5.1. You can obtain a confirmation of delay:

- directly from the train attendant of the delayed train
- up to 2 days after the trip at [oebb.at](https://oebb.at) for this, please enter the train and the date into the electronic timetable information system Scotty, and print out the delay which is then displayed.

- up to 7 days after the trip at any ÖBB ticket counter
- after 7 days, you can obtain a confirmation of delay from the ÖBB customer service at 05-1717 or via the contact form at [www.oebb.at/kontakt](http://www.oebb.at/kontakt).
- For day passes or weekly or monthly tickets issued by ÖBB or a transport association, at any ÖBB ticket counter up until 60 minutes after the arrival of the train. After this, you can obtain the confirmation of delay from the ÖBB customer service at 05-1717 or at [oebb.at](http://oebb.at) up until 2 days after the trip.

A.5.1.5.2. Our staff must note the number of the day pass or weekly/monthly ticket on the confirmation of delay.

A.5.1.5.3. As an alternative to the confirmation of delay as per Section A.5.1.5.1. [→ 25], you can also present your reservation for the delayed train.

## **A.5.2. Compensation for delays for transport association tickets**

### **A.5.2.1. Compensation for delays on long-distance routes for single tickets issued by transport associations**

A.5.2.1.1. The provisions laid out in Section A.5.1.1. [→ 24] apply.

### **A.5.2.2. Compensation for delays for day passes or weekly or monthly tickets**

A.5.2.2.1. If you have a day pass or a weekly or monthly ticket issued by a transport association, you are entitled to the following compensation for delays: Flat rate of € 1.50 per experienced delay of 20 minutes or more between the station of boarding and disembarking of the trains used. You are not entitled to compensation on free student and apprentice tickets or their surcharge cards.

A.5.2.2.2. In order for us to be able to compensate you, we will need a confirmation of the delay as per Section A.5.1.5. [→ 25].

### **A.5.2.3. Compensation for delays for annual tickets issued by transport associations**

A.5.2.3.1. On all routes, we guarantee that 95 % of all local ÖBB trains will arrive on time for each route or route section.

A.5.2.3.2. If you have an annual ticket and we do not achieve a degree of punctuality of 95 % in a month, we will compensate you for delays of local trains in the amount of 10% of that month's calculated portion of the compensation basis, as specified in Section A.5.2.3.1. [→ 26] The compensation basis is equal to the price you paid for your annual transport association ticket, after deduction of the share of the fare for scheduled and urban transport. This amount is limited, however, to ten times the price of a monthly ticket valid on the route section you actually use.

A.5.2.3.3. If we do not achieve a degree of punctuality of 95 % in any month during the entire term of your annual ticket as per Section A.5.2.3.1. [→ 26], we will compensate you with 10 % of the compensation basis as per Section A.5.2.3.2. [→ 26]

A.5.2.3.4. If you are registered properly, we will, as specified in Section A.5.2.3.5. [→ 26], pay your claim for compensation automatically after expiry of the period of validity of your annual ticket. If your annual ticket ends prior to the expiry of the twelve-month period of validity, we will also calculate and transfer pro-rata compensation sums.

A.5.2.3.5. If you want to claim compensation, please register: online at <https://www.oebb.at/Fahrgastrechte> or at our ticket counters. You will receive a personal access code for your registration automatically by mail after purchasing your annual

ticket. Please indicate which ÖBB route you use. If we do not achieve a degree of punctuality of 95 % in the route section you use in at least one month of validity during the entire term of your annual ticket, you will receive a compensation for delays.

- A.5.2.3.6. After expiration of the period of validity of your annual ticket, we will automatically inform you if we have not achieved a degree of punctuality of 95 %. Your compensation will be credited to your bank account. If the automatic transfer is not successful because your account details are incorrect, we will gladly transfer the money to you manually. Please contact us with the correct account details.
- A.5.2.3.7. Delays in urban transport and in core zones of the transport association, on long-distance routes or on regional bus routes are not taken into consideration.
- A.5.2.3.8. We determine the degree of punctuality in a calendar month based on ÖBB-Infrastruktur AG's evaluations per route section. You can see the subdivision of our routes into these sections under <https://www.oebb.at/Fahrgastrechte>. In these punctuality evaluations, we record all local ÖBB trains in the route section(s) under consideration. Trains cancelled in their entirety or in partial sections are treated as delayed and are already included in the degree of punctuality. With a delay of up to 5 minutes and 29 seconds, trains are considered punctual. With a delay of 5 minutes and 30 seconds or more, they are considered delayed.
- A.5.2.3.9. With your details regarding the station where you get on and off the train, we will determine for which route or route sections we evaluate the degree of punctuality:
- If your station of departure and your destination are within the same route section, the degree of punctuality determined for this section corresponds to the degree of punctuality achieved.
  - If your station of departure and your destination are in different route sections, we calculate an arithmetic mean of the determined degrees of punctuality for those route sections on which you travel between your station of departure and your destination.
- A.5.2.3.10. You can find the current degree of punctuality of your route section(s) and your current compensation value at <https://www.oebb.at/Fahrgastrechte>.

### **A.5.3. Assistance in the event of delays and train cancellations**

- A.5.3.1.1. If we have a delay of more than 60 minutes, we will offer you free snacks or meals and soft drinks on the train or at the station, depending on availability.
- A.5.3.1.2. You are entitled to receive meals in reasonable relation to the waiting time, if:
- you are affected by a departure delay of more than 60 minutes at the station,
  - you cannot start your journey earlier with another train or a replacement rail service, and
  - the provision of meals is available at the station.
- A.5.3.1.3. For this purpose, we will pay you € 5.00 in cash for every 60 minutes of delay. You will receive the payment at the ÖBB ticket counter during opening hours upon presentation of your ticket affected by the delay.
- A.5.3.1.4. We cannot make a payment if:
- the prerequisite of a departure delay of 60 minutes is not met,
  - the ticket was purchased after the delay was known, or
  - no ticket counter is open.
- A.5.3.1.5. In these cases, please contact the ÖBB customer service in writing.

- A.5.3.1.6. If the train you are travelling on stands still on a route section for more than 60 minutes, we will do everything we can to take you to a nearby station or your destination station as quickly as possible.
- A.5.3.1.7. If you can no longer continue your journey on the same day or by 3:00 a.m. on the following day – due to train cancellations, delays of more than 60 minutes or because you missed the last connection due to our delay – we offer you the following assistance:
- Depending on availability, we will organise a middle-class hotel rated up to 3 stars as well as the trips between your hotel and the train station for you. Alternatively, we can reimburse your hotel costs up to € 80.00, as well as costs for the trip between your hotel and the train station up to € 50.00.
  - We offer you to continue your journey by another means of transport, e.g. by taxi, and will reimburse you for this with an amount of up to € 50.00.
- A.5.3.1.8. Based on a case-by-case examination, ÖBB can reimburse higher costs if there are substantial reasons. A substantial reason would be, for example, if it is impossible for passengers with limited mobility and their companions to continue their journey on the same day.
- A.5.4. Reimbursement in the event of a train cancellation or a delay**
- A.5.4.1.1. If you miss your connecting train due to a train delay, if your train is cancelled completely or on a section of the route or if your train is more than sixty minutes late, you can choose:
- Either we will refund the fare for the route you will no longer be travelling free of charge. In this case, in accordance with the contract of carriage, the fare for the route you have already travelled is deducted from the fare for the entire route. If applicable, we will also refund the fare for your return journey to the point of departure.
  - Or you can continue your journey with your existing ticket at the next opportunity or at a later point in time at no additional cost, if necessary following a different route.
- A.5.4.1.2. In particular, you can expect a delay or a train cancellation as per Section A.5.3.1.1. [→ 27] if we inform you about it via one of the following information channels:
- timetables and posted information on timetable changes at train stations
  - electronic displays and loudspeaker announcements on trains and at stations
  - timetable information provided by the booking systems of our sales points
  - available timetable information and traveller information media, in particular the timetable information system available online at [oebb.at](https://oebb.at).
- A.5.4.1.3. If you choose to continue your journey with one of our trains at the next opportunity or at a later point in time or return to your original point of departure, we will alter the ticket: for first class, another train, a longer period of validity or a new route.
- A.5.4.1.4. Upon request, we will certify the missed connection, the delay or the cancellation of the train.
- A.5.4.1.5. Trips in urban transport and in core zones of the transport association are excluded from refunds in the event of train cancellations or delays.
- A.5.5. How you can obtain your compensation or refund**
- A.5.5.1.1. If you are entitled to compensation or a refund according to the Section “A.5. [→ 24]”, please send the completed and signed application for compensation or refund to the address on the form, or hand it in at an ÖBB ticket counter. You can submit your application up until one year after expiration of your ticket.

- A.5.5.1.2. With this application, you can also assert claims for compensation according to Section A.5.3.1.7. [→ 28] If you would like to be compensated for delays as a customer holding an annual ticket issued by a transport association, please register with our compensation model according to Section A.5.2. [→ 26] .
- A.5.5.1.3. Please enclose the following with the application: tickets, receipts for incurred and reimbursable costs as per Section A.5.3. [→ 27], as well as any confirmations of delays, either as originals or as copies. For mobile tickets, please enclose the booking code. If you printed your ticket at home yourself, please enclose this ticket or at least the booking code. If you enclose copies with your application, we will check at the ÖBB ticket counters whether they match the original documents. If they match, the copy and the original will receive a submission note.
- A.5.5.1.4. Please observe all tax regulations related hereto. For tickets marked “does not grant right to deduct input tax”, we also require the original invoice or certificate for the input tax deduction for reimbursement.
- A.5.5.1.5. Our ÖBB service centre for passenger rights will check your application and tickets and determine whether your claim for compensation is legitimate. You have the choice between a voucher and a cash refund. If you choose a voucher, we will send it to you. The cash refund will be transferred to your account without any deductions. Both will take place within one month.
- A.5.5.1.6. For tickets which you paid by credit card, we will refund the amount to the credit card. The same applies to payment via business account or Schulcard.
- A.5.5.1.7. If you enclose original documents with your application for compensation, we will, upon request, send them back to you free of charge after processing.
- A.5.5.1.8. We only reimburse tickets issued by us or our sales partners. If you have purchased the tickets from another railway company, we will forward the documents to that company and inform you of this.
- A.5.5.1.9. Any claim for compensation for commutation tickets as per Section A.5.1.2. [→ 25] will only be checked directly at the ÖBB ticket counters. Compensation for commutation tickets is always paid out in cash at our ticket counters. If you wish, the ÖBB service centre for passenger rights can transfer the compensation to the bank account you have specified without any deductions.
- A.5.5.1.10. We round amounts up to the next full ten cents. In the event of compensation as per Section A.5.1. [→ 24] and A.5.2. [→ 26] we pay compensation amounts starting at € 4.00, in cash or voucher form.

## **A.6. Your other rights to reimbursement**

### **A.6.1. Your rights in the event of quality defects**

- A.6.1.1.1. In the following cases, you will receive a full refund for your ticket or reservation:
- You decided not to travel because we were not able to provide your reserved sleeping berth, couchette or seat.
  - You decided not to travel because due to insufficient capacity we were not able to offer you a 1st class or business class seat, even though you had a ticket for 1st or business class.
  - If we were not able to offer you a reserved seat despite your reservation.
- A.6.1.1.2. In the following cases, you will receive a partial refund for your ticket:
- If due to insufficient capacity you had to travel in a lower comfort class than the one you had booked

- If due to a missing carriage you had to travel in a lower comfort class than the one you had booked

A.6.1.1.3. If any of the above applies, please contact our train attendants. They will be happy to issue you with a certificate of non-use for the refund of your ticket or reservation.

A.6.1.1.4. We will refund the difference to the correct fare if our employees or third parties commissioned by us apply the Conditions of Carriage in A. [→ 12] or the Conditions of Use in B. [→ 36] improperly when selling tickets.

## **A.6.2. Your rights if you do not wish to travel**

A.6.2.1.1. If you do not wish to travel or only want to travel part of the valid route, you will find the conditions under which we reimburse fares in Section B. [→ 36] of this handbook.

## **A.6.3. Procedural instructions**

A.6.3.1.1. You can apply for a fare refund directly at one of our ticket counters. Please enclose the following with the application as originals:

- For reimbursements as per Section A.6.1. [→ 29], tickets, reservations and certificates of non-use
- For reimbursements as per Section A.6.2. [→ 30], tickets and reservations with any inspection and revision notes.

A.6.3.1.2. Without the originals, we will not be able to process your application and unfortunately have to deny your claims.

A.6.3.1.3. Please apply within 6 months after the end of the period of validity of your ticket. Payment will be made within 2 months.

A.6.3.1.4. Please observe all tax regulations related hereto. For tickets marked “does not grant right to deduct input tax”, we also require the original invoice or certificate for the input tax deduction for reimbursement.

A.6.3.1.5. We do not reimburse any fees as per Section E.1. [→ 89], with the exception of Section E.1.2. [→ 89], if the reason for the penalty fare no longer applies.

A.6.3.1.6. For tickets which you paid by credit card, we will refund the amount to the credit card. The same applies to payment via business account or Schulcard.

A.6.3.1.7. We only reimburse tickets issued by us or our sales partners. If you have purchased the tickets from another railway company, we will forward the documents to that company and inform you of this.

## **A.7. Transport of motor vehicles**

### **A.7.1. Cars on passenger trains**

#### **A.7.1.1. Which vehicles we transport**

A.7.1.1.1. On motorail trains, we transport the following vehicles:

- Passenger cars, including with trailers
- Motorcycles, scooters, motorcycle combinations
- Trikes, quads and microcars

A.7.1.1.2. Your vehicle must be registered for public roads in accordance with road traffic regulations and be in a roadworthy condition.



A.7.1.1.3. At least one adult with a valid driving licence must accompany your vehicle on the same train as the driver.

### A.7.1.2. Vehicle dimensions

A.7.1.2.1. We transport vehicles with the following dimensions:

- maximum height of 196 cm – including superstructures such as roof racks, antennas and ski racks including skis.
- ground clearance of at least 10 cm
- Maximum total width of 205 cm, with folded side mirrors
- Maximum total track width, i.e. measured from the outside of the tyres, of 200 cm
- Maximum total vehicle length of 530 cm
- maximum nine car seats including the driver
- Maximum trailer length including coupling of 500 cm
- maximum roof width of 155 cm

A.7.1.2.2. Trailers are only transported together with passenger cars.

A.7.1.2.3. During the booking process, please state the actual vehicle dimensions, including any superstructures and attachments, as well as the registration number. As soon as you receive the transport documents, please check that they are correct, especially the vehicle dimensions. If your vehicles exceed these dimensions, we will unfortunately not be able to transport them.

A.7.1.2.4. We may refuse to transport your vehicle, even if it has permissible vehicle dimensions, if there are reasonable grounds to suspect that it could be damaged during transport due to the design of the vehicle. In this case we will refund the fare for the vehicle without any further deductions. This does not give rise to any further claims.

### A.7.1.3. Loading and unloading

A.7.1.3.1. As a passenger, please ensure that your vehicle is available at the loading point specified by us during the loading time stated on the reservation. Please bring motorcycles, vehicles with a height of more than 158 cm, as well as vehicles with non-metallic roofs to the place of loading right at the beginning of the loading time. Unfortunately, we will not be able to load your vehicle at a later point in time.

A.7.1.3.2. Prior to loading the vehicles, please show the ticket for yourself and your vehicle to the loading personnel.

A.7.1.3.3. Our staff on site will assign you a parking space for your vehicle.

A.7.1.3.4. Please help to prevent damage to your vehicle during transport. Prior to loading, please ensure in particular the following for transport:

- sunroof locked
- roof constructions for convertibles and off-road vehicles with non-metallic covers secured
- luggage attached to the vehicle secured and firmly lashed down
- Vehicles with fabric roof and without side window protected with tarpaulin
- no car cover over the vehicle
- closed ventilation flaps, ventilation setting: “Circulating air”

- retracted, folded, tethered or dismounted antenna
  - vehicle lights switched off
  - blinking and warning lights switched off
  - exterior mirrors folded in
  - sufficient antifreeze in the cooling system
  - shut-off valves for fuel lines closed
  - fuel lines and fuel tanks tight and properly closed
  - electrical cables in proper condition
  - spare canisters stowed inside the vehicle only
  - spare canisters are not permitted for motorcycles
  - Do not leave motorcycle helmets on the motorcycle
- A.7.1.3.5. All parts and attachments of your vehicle must be protected against loss or damage. If this is not possible, we will unfortunately not be able to transport your vehicle.
- A.7.1.3.6. You may use roof racks if
- these are standard, permanently mounted roof boxes,
  - bicycle racks or ski racks, but not magnetic ski racks, and
  - the maximum loading height is observed.
- A.7.1.3.7. Bicycles stowed away inside the vehicles can be transported on a motorail train without restrictions as per Section A.4.2. [→ 23]. You can also take along bicycles which
- are standing on a “Bike-Bar” bicycle carrier on the trailer coupling,
  - are secured on both wheels and
  - do not exceed the permissible loading height.
- A.7.1.3.8. Please remove all loose objects from vehicles with passenger compartments that cannot be locked.
- A.7.1.3.9. Animals are not allowed to remain in the loaded vehicles.
- A.7.1.3.10. If your vehicle does not comply with the provisions of Section A.7.1.2.1. [→ 31] , you are not entitled to carriage of your vehicle and we can terminate the contract of carriage with you for good cause. In this case, the refund policy of your respective tickets will apply. Our car transport carriages have a maximum loading weight that may not be exceeded. If the total of all vehicle weights unexpectedly exceeds the maximum loading weight per train, we will not be able to transport all vehicles for safety reasons. In this case, you can change your booking for the trip free of charge and switch to a different day or a different route. Alternatively, we can refund your booked tickets. If you cannot start your trip on the same day, we will offer you the assistance services set out in Section A.5.3.1.7. [→ 28].
- A.7.1.3.11. During the journey, nobody is allowed to be in the vehicle or to go to the vehicle.
- A.7.1.3.12. With regard to vehicles on railway facilities, it is forbidden to:
- Remove or fill fuel
  - smoke or use open flames in or near the vehicles
- A.7.1.3.13. Careful loading and unloading of the vehicle is your responsibility. Important for this:
- observe the signalling systems and instructions of the railway personnel.
  - please move your vehicle at walking speed only.



- A.7.1.3.14. Even if the loading staff helps you by “signalling”, we assume no liability for damages of any kind. Our staff will also be happy to assist you with loading and unloading if you, as the driver, sign a “release from liability”. Passengers with disabilities do not need to sign this declaration.
- A.7.1.3.15. During loading and unloading, only the driver is allowed to be in the vehicle. If you are loading a motorcycle, a helmet with closed visor must be worn.
- A.7.1.3.16. Once you have loaded your vehicle, please note the following:
- Remove the ignition key
  - Apply the parking brake and the handbrake
  - if your car has an automatic transmission, move the gear lever to the parking position
  - Switch off alarm systems
  - lock all windows and doors
- A.7.1.3.17. Your vehicle is then deemed to have been handed over to us and will be secured by our staff.
- A.7.1.3.18. Upon arrival, the vehicles are released by the loading personnel.
- A.7.1.3.19. Prior to unloading your vehicle, please check if it has been damaged.
- A.7.1.3.20. Please report any visible transport damage to the loading personnel immediately before unloading. For this, please fill in the “Statement of facts” form. Please report any transport damage that is not immediately apparent to customer service at 05-1717 as soon as you notice it, but no later than 14 days after unloading. We accept no liability for damage reported at a later point in time.
- A.7.1.3.21. The vehicle is deemed to have been handed over to the driver when the wheel chocks and lashing straps have been removed and the lane has been cleared.

## **A.7.2. Tauern motorail**

### **A.7.2.1. Area of validity**

- A.7.2.1.1. For the transport of vehicles, trailers and bicycles from Böckstein to Mallnitz-Obervellach and back, the provisions for cars on passenger trains as per Section A.7.1. [→ 30] apply, unless otherwise provided for below.

### **A.7.2.2. Carriage**

- A.7.2.2.1. We take vehicles, trailers, buses, motorcycles and bicycles along on the Tauern motorail if
- this is possible with the respective train
  - the vehicles are registered with the police
  - buses and motorcycle groups were reserved in advance through the customer service at 05-1717.
- A.7.2.2.2. The following vehicles are excluded from carriage:
- transport of hazardous materials RID/ADR
  - width of more than 250 cm
  - weight of more than 25,000 kg
  - total length of more than 12 metres and
  - three-axle buses

### A.7.2.3. Vehicle dimensions

A.7.2.3.1. The maximum vehicle height is 3.60 m for trucks and 3.80 m for buses or 3.60 m from corner to corner.

### A.7.2.4. Animals

A.7.2.4.1. You may take animals along with you on trailers. Please take animals that are travelling along in your vehicle with you on the train.

### A.7.2.5. Notice boards

A.7.2.5.1. We provide information about the permissible vehicle dimensions, the conditions of carriage and the running times of the trains via notice boards at the loading stations.

## A.8. Liability

### A.8.1. Liability of the railway

A.8.1.1.1. We are only liable to our passengers in case of intent or gross negligence. In the event of death or injury, we are also liable in case of slight negligence. Liability for the carriage of luggage, items, bicycles and animals is governed by Sections A.4.1.3. [→ 22], A.4.2.2. [→ 24] and A.4.3.2. [→ 24]. The provisions of the General Civil Code (ABGB), the Railway and Motor Vehicle Liability Act (EKHG) and Regulation (EC) No. 1371/2007, including its Appendix I, CIV, remain unaffected and regulate the liability of railway operators with regard to passengers and their luggage, animals and vehicles.

A.8.1.1.2. In principle, we are liable to our passengers with disabilities or limited mobility without liability cap only in cases of intent or gross negligence with regard to the complete or partial loss or damage of:

- mobility aids and
- other disability-related personal aids.

A.8.1.1.3. If you purchased your ticket on a timetable basis and the departure and arrival times of your chosen train change, we will inform you about the changes via all the information channels available to us.

### A.8.1.2. Liability for ÖBB employees

A.8.1.2.1. We are only liable for our employees in relation to bookings and reservations in cases of intent and gross negligence.

A.8.1.2.2. A.8.1.2.2. We transport your items carried in or on your vehicle at your own risk. We accept no liability for damage caused by these items.

### A.8.2. Passengers' liability

A.8.2.1.1. In accordance with general tort provisions, you are liable for damages incurred by us or third parties if you fail to comply with legal and administrative regulations or violate these Conditions of Carriage.

## A.9. Lost objects

A.9.1.1.1. If you have lost or forgotten something on our trains and buses, please contact the Mungos Lost + Found service centre in Austria at +431/93000-22 2 22.

A.9.1.1.2. Found items not collected will be handed over to the responsible authorities (municipality or magistrate). Further information about the lost and found service and the locations of the Mungos Lost + Found service centre can be found at <https://www.oebb.at>.

## **A.10.**

### **Applicable law**

#### A.10.1.1.1.

Our contracts of carriage are governed by Austrian law, under exclusion of the referring statutes of international private law and the UN Sales Convention. The place of performance and jurisdiction is Vienna, unless the case relates to a consumer transaction as per § 1 of the Austrian Consumer Act (Konsumentenschutzgesetz).

## **B. Ticket offer**

### **B.1. Terms of use for the tickets**

#### **B.1.1. Standard ticket**

##### **B.1.1.1. When is this ticket offer available?**

B.1.1.1.1. This ticket offer is available until revoked.

##### **B.1.1.2. How long in advance can you buy this ticket?**

B.1.1.2.1. This offer is available up to 6 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.

##### **B.1.1.3. When and for how long is this ticket valid?**

B.1.1.3.1. The single ticket is valid for 2 days. The period of validity is indicated on the ticket. Outward and return tickets are treated as two individual tickets. You can interrupt your journey in between. At departure and destination stations that are urban transport stations, you cannot interrupt your journey, as specified in Section B.4. [→ 60].

B.1.1.3.2. For trips within the following regions, the validity is reduced to 1 day, allowing for travel up until 03:00 a.m. of the following day:

- Carinthia
- Upper Austria
- Eastern region with Vienna, Lower Austria and Burgenland
- Salzburg
- Styria
- Tyrol
- Vorarlberg

B.1.1.3.3. At ÖBB ticket vending machines, you cannot buy tickets for delayed trains if according to the timetable their departure time has already passed. If the last train of the day as per the timetable is delayed, you can also use a ticket that due to this provision has been issued by the ticket vending machine with validity for the next day for the chosen delayed connection, irrespective of the printed date of validity.

B.1.1.3.4. Depending on their type, commutation tickets are valid for one week, one month or one year from the first day of validity. The period of validity is indicated on the ticket. Within the period of validity, you can use this ticket as often as you like.

B.1.1.3.5. When purchasing commutation tickets for Vehicles on the ÖBB Tauern motorail, you need to specify the licence number. These tickets are not transferable.

##### **B.1.1.4. For which areas can you buy this ticket?**

B.1.1.4.1. You can buy single tickets and commutation tickets for passengers, Bicycles and Dog for all ÖBB routes. For Vehicles on the ÖBB Tauern motorail, you buy them for the route section between Mallnitz-Obervellach and Böckstein.

B.1.1.4.2. For passengers, you can also buy a single ticket for the routes operated by the following railway companies:

- Graz-Köflacher Eisenbahn

- Montafonerbahn
- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)
- Salzburger Lokalbahn
- Pinzgauer Lokalbahn
- Steiermärkische Landesbahnen
- Stern & Hafferl
- Zillertalbahn
- NÖVOG – Mariazellerbahn and Citybahn Waidhofen

B.1.1.4.3. For Bicycles and Dog, you can also buy single tickets for the routes operated by the following railway companies:

- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)
- Graz-Köflacher Eisenbahn
- Montafonerbahn
- Salzburger Lokalbahn
- Pinzgauer Lokalbahn
- Steiermärkische Landesbahnen
- Stern & Hafferl
- Zillertalbahn
- NÖVOG – Mariazellerbahn and Citybahn Waidhofen

B.1.1.4.4. For Bicycles and Dog, you can also buy commutation ticket for the routes operated by the following railway companies:

- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)

### **B.1.1.5. Where is this ticket valid?**

B.1.1.5.1. The route is indicated on the ticket.

B.1.1.5.2. You can also take a different route between your starting and destination station if it is less expensive. However, you will not be refunded for the difference to the more expensive route.

B.1.1.5.3. If you take a different route which is more expensive, you will need to pay the difference to the original ticket.

B.1.1.5.4. This ticket is not valid for trips within Vorarlberg for the following customer groups:

- Business account
- Dogs,
- Bicycles and
- groups

### **B.1.1.6. On which trains and buses is this ticket valid?**

B.1.1.6.1. With this ticket, you can travel on all long-distance and local trains as well as on ÖBB buses within Austria.

B.1.1.6.2. On night trains, you can use this ticket on seating carriages.

- B.1.1.6.3. For your bicycle, you will need a reservation when travelling on long-distance and night trains, as specified in Section B.2.1. [→ 57]. Without a reservation, we will unfortunately not be able to transport your bicycle.
- B.1.1.6.4. With single tickets for passengers, you can travel on the regional trains operated by the railway companies listed in Section B.1.1.4.2. [→ 36].
- B.1.1.6.5. With single and commutation tickets for Bicycles and Dog, you can travel on the regional trains of the railway operators listed in Section B.1.1.4.3. [→ 37].
- B.1.1.7. For which comfort categories can you buy this ticket?**
- B.1.1.7.1. You can buy this ticket for 1st and 2nd class.
- B.1.1.7.2. If you decide to change from 2nd to 1st class, you need to pay the difference between the two classes for the requested route.
- B.1.1.7.3. If you decide to change class from 1st class to business class on the train, the provisions of Section B.1.7. [→ 44] apply.
- B.1.1.7.4. If you are travelling in 2nd class with a standard ticket, the train attendant can offer you an upgrade to 1st class for € 10.00, provided that sufficient capacities are available. We can make you this offer from 22 June 2021 to 30 September 2021.
- B.1.1.8. For how many passengers can you buy this ticket?**
- B.1.1.8.1. The single ticket allows up to 99 passengers to travel together on routes operated by ÖBB, Raab-Oedenburg-Ebenfurter Eisenbahn and Montafonerbahn.
- B.1.1.8.2. When purchasing a ticket from the staff on our trains and buses, via [tickets.oebb.at](https://tickets.oebb.at), using the ÖBB app or at ÖBB ticket vending machines, up to 6 passengers can travel together on routes operated by ÖBB, Raab-Oedenburg-Ebenfurter Eisenbahn and Montafonerbahn.
- B.1.1.8.3. For all other railway companies listed in Section B.1.1.4.2. [→ 36], you can buy single tickets for 1 passenger.
- B.1.1.8.4. Commutation tickets for passengers as well as single tickets and commutation tickets for Bicycles, Dog and Vehicles on the ÖBB Tauern motorail can be purchased individually.
- B.1.1.9. What reimbursement options do you have for this ticket?**
- B.1.1.9.1. You can have a single ticket refunded prior to the first day of validity without any fees being charged.
- B.1.1.9.2. From the first day of validity onwards, a single ticket can no longer be refunded. Outward and return tickets are treated as two individual tickets.
- B.1.1.9.3. If in the event of single tickets for 6 or more persons travelling together, the number of passengers decreases and you submit the ticket for reimbursement within 3 days of the first day validity, the reimbursed amount is calculated as follows:
- Determination of the price difference between the original group size and the actual number of travelling passengers
  - Deduction of a fee of 50 % of the price difference, subject to a minimum fee of € 15.00 per passenger refunded
- B.1.1.9.4. A weekly ticket can be refunded within the first 3 days of validity against a fee of 50 % of the fare, subject to a minimum fee of € 15.00 per passenger.
- B.1.1.9.5. A monthly ticket or a ticket with an even longer period of validity can be refunded within the first 7 days of validity against a fee of 50 % of the fare, subject to a minimum fee of € 15.00 per passenger.

### B.1.1.10. Where can you buy this ticket?

B.1.1.10.1. Single tickets for passengers, Bicycles and Dog are available at the following points of sale:

- ÖBB ticket counter
- [tickets.oebb.at](https://tickets.oebb.at)
- ÖBB ticket vending machine
- Customer service 05-1717
- ÖBB app
- on our long-distance and night trains
- in Travel agencies and other agencies selling ÖBB tickets

B.1.1.10.2. Commutation tickets for passengers, Bicycles and Dog are available at the following points of sale:

- ÖBB ticket counter
- ÖBB ticket vending machine
- Customer service 05-1717
- on our trains and buses
- in travel agencies and other agencies selling ÖBB tickets

B.1.1.10.3. You can buy this ticket for Vehicles on the ÖBB Tauern motorail at the following points of sale:

- ÖBB ticket counter
- Customer service 05-1717
- in travel agencies and other agencies selling ÖBB tickets

### B.1.1.11. For which customer groups is this offer available?

B.1.1.11.1. This ticket is available for the customer groups adults, children, groups, Business account, Vorteils card, Österreich card, Passengers with a disability pass, Bicycles, Dog and Vehicles on the ÖBB Tauern motorail.

B.1.1.11.2. Holders of a Business account can purchase this ticket for the following railways:

- Graz-Köflacher Eisenbahn
- Montafonerbahn
- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)
- Salzburger Lokalbahn
- Stern & Hafferl
- Pinzgauer Lokalbahn
- Steiermärkische Landesbahnen

B.1.1.11.3. Holders of a Vorteils card Classic, Vorteils card Senior and Vorteils card Jugend can purchase this ticket for the following railways:

- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)
- Graz-Köflacher Eisenbahn
- Montafonerbahn

- Salzburger Lokalbahn
- Pinzgauer Lokalbahn
- Steiermärkische Landesbahnen
- Stern & Hafferl
- Zillertalbahn
- NÖVOG – Mariazellerbahn and Citybahn Waidhofen

B.1.1.11.4. Holders of a Vorteils card Family can purchase this ticket for all long-distance and local trains, as well as for all ÖBB buses; NÖVOG – Mariazellerbahn and Citybahn Waidhofen and Raab-Oedenburg-Ebenfurter Eisenbahn within Austria. With the Vorteils card Family, you cannot buy this ticket for routes operated by other railway companies. Further information about taking children along with you free of charge with a Vorteils card Family can be found in Section C.5.10. [→ 67]

B.1.1.11.5. For groups, you can also buy a single ticket for the routes operated by the following railway companies:

- Montafonerbahn
- Graz-Köflacher Eisenbahn

**B.1.2. - to remain empty -**

**B.1.3. Österreichcard**

**B.1.3.1. When is this ticket offer available?**

B.1.3.1.1. This ticket offer is available until revoked.

**B.1.3.2. How long in advance can you buy this ticket?**

B.1.3.2.1. This offer is available up to 4 weeks in advance.

**B.1.3.3. When and for how long is this ticket valid?**

B.1.3.3.1. This ticket is valid for 1 year from the first day of validity onwards. The period of validity is indicated on the ticket.

B.1.3.3.2. The Österreichcard Zivildienst and the Österreichcard Bundesheer are only valid together with a photo identification card including proof of age, from the day of issue until the end of the period of validity indicated on the ticket.

B.1.3.3.3. Within the period of validity, you can use this ticket as often as you like.

**B.1.3.4. For which areas can you buy this ticket?**

B.1.3.4.1. You can buy this ticket for all ÖBB routes.

B.1.3.4.2. You can also buy this ticket for the routes operated by the following railway companies:

- Graz-Köflacher Eisenbahn
- Montafonerbahn
- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)
- Salzburger Lokalbahn
- Pinzgauer Lokalbahn



- Steiermärkische Landesbahnen
- Stern & Hafferl
- Stubaitalbahn
- Wiener Lokalbahnen
- Zillertalbahn
- St. Pölten – Mariazell (MzB) Mariazellerbahn
- Citybahn Waidhofen (CD)

B.1.3.4.3. The Österreichcard Zivildienst and the Österreichcard Bundesheer are only valid on ÖBB routes.

### **B.1.3.5. Where is this ticket valid?**

B.1.3.5.1. This ticket is valid within the entire ÖBB network.

B.1.3.5.2. This ticket is valid on the routes operated by the railway companies indicated in Section B.1.3.4.2. [→ 40].

B.1.3.5.3. The Österreichcard Zivildienst and the Österreichcard Bundesheer are only valid on ÖBB routes.

### **B.1.3.6. On which trains and buses is this ticket valid?**

B.1.3.6.1. With this ticket, you can travel on all trains as well as on ÖBB buses within Austria.

B.1.3.6.2. With this ticket, you can travel on the regional trains of the railway operators listed in Section B.1.3.4.2. [→ 40].

B.1.3.6.3. The Österreichcard Zivildienst and the Österreichcard Bundesheer are only valid on ÖBB trains and buses within Austria.

### **B.1.3.7. For which comfort categories can you buy this ticket?**

B.1.3.7.1. You can buy this ticket for 1st and 2nd class. The Österreichcard Zivildienst and the Österreichcard Bundesheer are available for 2nd class.

B.1.3.7.2. If you decide to change from 2nd to 1st class, you need to pay the difference between the two classes for the requested route for a standard single ticket for the customer group Österreichcard.

B.1.3.7.3. Holders of an Österreichcard Classic and Family 1st class can switch to business class free of charge. You can also get the according reservation free of charge.

B.1.3.7.4. All other holders of a 1st class Österreichcard need to buy a seat reservation as per Section B.2.1. [→ 57] when switching to business class. If you decide to switch to business class on the train, the provisions of Section B.1.7. [→ 44] apply.

### **B.1.3.8. For how many passengers can you buy this ticket?**

B.1.3.8.1. You can buy this ticket for 1 person.

### **B.1.3.9. What reimbursement options do you have for this ticket?**

B.1.3.9.1. You can have your ticket refunded prior to the first day of validity without any fees being charged.

B.1.3.9.2. During the period of validity, you can cancel your Österreichcard from the beginning of the 7th contract month onwards. For this, you return the card at an ÖBB ticket counter. We will charge a cancellation fee in the amount of the price for one month, which is one

twelfth of the purchase price. If you paid the entire ticket price at once, we will transfer the corresponding monthly amounts to your account for each month not started, minus the cancellation fee. If you do not have an account, we will pay the amount to you by postal order. If you pay the Österreichcard monthly by SEPA direct debit, one last monthly amount will be debited as a cancellation fee.

- B.1.3.9.3.** You have an extraordinary right of cancellation if you move from Austria to another country, if you change jobs within Austria or if you have fallen ill over a period of 3 months or more. You can prove your move abroad by presenting your deregistration from the Austrian central civil register and your new address abroad. You can prove a new job with your new employment contract. An illness lasting 3 months or more can be proven with a medical certificate. For this, you return the card at an ÖBB ticket counter. We will charge a cancellation fee in the amount of the price for one month, which is one twelfth of the purchase price. If you paid the entire ticket price at once, we will transfer the corresponding monthly amounts to your account for each month not started, minus the cancellation fee. If you do not have an account, we will pay the amount to you by postal order. If you pay the Österreichcard monthly by SEPA direct debit, one last monthly amount will be debited as a cancellation fee.
- B.1.3.9.4.** You cannot cancel the Österreichcard Zivildienst or the Österreichcard Bundesheer, and there are no according refunds available.
- B.1.3.9.5.** In the event of the death of the holder of the Österreichcard, we will reimburse you as the beneficiary or administrator of the estate for every calendar month of the card price not used. Please enclose the following with your application for reimbursement: a copy of the death certificate, a proof of inheritance and the original Österreichcard.
- B.1.3.10. Where can you buy this ticket?**
- B.1.3.10.1.** You can only buy this ticket at ÖBB ticket counters.
- B.1.3.10.2.** The Österreichcard Bundesheer is available from your military agency.
- B.1.3.11. For which customer groups is this offer available?**
- B.1.3.11.1.** This ticket is available for the customer groups Österreichcard Classic, Österreichcard Jugend, Österreichcard Senior, Österreichcard Familie, Österreichcard Spezial, Österreichcard Bundesheer and Österreichcard Zivildienst.
- B.1.4. - to remain empty -**
- B.1.5. - to remain empty -**
- B.1.6. Sparschiene Österreich**
- B.1.6.1. When is this ticket offer available?**
- B.1.6.1.1.** This ticket offer is available until revoked.
- B.1.6.2. How long in advance can you buy this ticket?**
- B.1.6.2.1.** This offer is available up to 6 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.
- B.1.6.2.2.** You can only buy this ticket up to 1 minute before the departure of the train or bus.

### **B.1.6.3. When and for how long is this ticket valid?**

- B.1.6.3.1. This ticket is only valid on the day of validity and on the trains and buses booked. Both are indicated on the ticket.
- B.1.6.3.2. For local trains, you can take an earlier or later train.
- B.1.6.3.3. This ticket is not valid on any other train or bus.
- B.1.6.3.4. You cannot interrupt your journey in between.
- B.1.6.3.5. If you miss a connection due to a train or bus delay, take the next possible train or bus to your destination station. If necessary, please have the delay confirmed by our train attendants.
- B.1.6.3.6. Sparschiene tickets are personal tickets, regardless of how you receive them. They are made out to the name(s) of the passenger(s) you have stated when booking. When the tickets are checked, the passengers stated on the ticket must produce a photo ID showing their age.
- B.1.6.3.7. If you cannot identify yourself or if the names of the passengers do not match the names on the ticket, the regulations for passengers without a valid ticket as per Section A.3.2. [→ 15] apply.

### **B.1.6.4. For which area can you buy this ticket?**

- B.1.6.4.1. You can buy this ticket for travel within Austria using a long-distance train, a night train or an Intercity bus.
- B.1.6.4.2. For trips within the following regions, the journey must have a length of more than 150 kilometres:
  - Carinthia
  - Upper Austria
  - Eastern region with Vienna, Lower Austria and Burgenland
- B.1.6.4.3. This ticket is not valid for trips within:
  - Salzburg
  - Styria
  - Tyrol
  - Vorarlberg
- B.1.6.4.4. Availability is limited and depends on your chosen route and trains.

### **B.1.6.5. Where is the ticket valid?**

- B.1.6.5.1. The ticket is only valid along the route of your booked trains, buses and connections.
- B.1.6.5.2. The route is indicated on the ticket.
- B.1.6.5.3. You cannot use any other route.

### **B.1.6.6. On which trains and buses is this ticket valid?**

- B.1.6.6.1. This ticket is valid for long-distance trains and Intercity buses, for local trains before and after long-distance services and for night trains.

#### **B.1.6.7. For which comfort categories can you buy this ticket?**

- B.1.6.7.1. You can buy this ticket for 1st and 2nd class on long-distance trains and buses. On night trains, you can buy this ticket for seating, couchette or sleeper cars, including seat reservation.
- B.1.6.7.2. If you decide to change class from 1st class to business class on the train, the provisions of Section B.1.7. [→ 44] apply.
- B.1.6.7.3. A change of class across offer categories from 2nd class Sparschiene tickets to 1st class standard tickets is not possible. Other changes of class are only possible on night trains.

#### **B.1.6.8. For how many passengers can you buy this ticket?**

- B.1.6.8.1. This ticket offer is available for one person.
- B.1.6.8.2. A joint ticket can be issued for up to 6 passengers.

#### **B.1.6.9. What reimbursement options do you have for this ticket?**

- B.1.6.9.1. You cannot have this ticket refunded prior to the first day of validity.
- B.1.6.9.2. From the first day of validity onwards, you cannot have this ticket refunded.

#### **B.1.6.10. Where can you buy this ticket?**

- B.1.6.10.1. You can buy this ticket at the following points of sale:
- [tickets.oebb.at](https://tickets.oebb.at)
  - ÖBB app
- B.1.6.10.2. For night trains, you can also buy this ticket at ÖBB ticket counters.

#### **B.1.6.11. For which customer groups is this offer available?**

- B.1.6.11.1. This ticket is available for the customer groups adults, children and Vehicles. 4 children per adult can travel free of charge and pay only the reservation fees on night trains. Please specify the names of the children when booking the ticket. Further information about taking children along with you free of charge can be found in Section C.2.1.1.4. [→ 64]. Please note: The total number of passengers per ticket specified in Section B.1.6.8. [→ 44] may not be exceeded.

#### **B.1.7. Class changes to business class**

##### **B.1.7.1. When is this ticket offer available?**

- B.1.7.1.1. This ticket offer is available until revoked. You receive it for trips with a valid 1st class ticket.

##### **B.1.7.2. How long in advance can you buy this ticket?**

- B.1.7.2.1. You buy this ticket for immediate use.

##### **B.1.7.3. When and for how long is this ticket valid?**

- B.1.7.3.1. This ticket is only valid on the day of validity indicated on the ticket.
- B.1.7.3.2. You cannot interrupt your journey in between.

##### **B.1.7.4. For which areas can you buy this ticket?**

- B.1.7.4.1. You only receive this ticket for the route on which your 1st class ticket is valid.

#### **B.1.7.5. Where is this ticket valid?**

- B.1.7.5.1. This ticket is only valid on the route indicated on your 1st class ticket.
- B.1.7.5.2. You cannot take any other route.

#### **B.1.7.6. On which trains and buses is this ticket valid?**

- B.1.7.6.1. With this ticket, you can travel in business class on long-distance trains.

#### **B.1.7.7. For which comfort categories can you buy this ticket?**

- B.1.7.7.1. You can buy this ticket for business class.
- B.1.7.7.2. If you are travelling in 1st class with a standard ticket, the train attendant can offer you an upgrade to business class for € 10.00, provided that sufficient capacities are available. We can make you this offer from 22 June 2021 to 30 September 2021.

#### **B.1.7.8. For how many passengers can you buy this ticket?**

- B.1.7.8.1. You can buy this ticket for 1 person.

#### **B.1.7.9. What reimbursement options do you have for this ticket?**

- B.1.7.9.1. This ticket cannot be refunded.

#### **B.1.7.10. Where can you buy this ticket?**

- B.1.7.10.1. You can buy this ticket from the staff on our trains.

#### **B.1.7.11. For which customer groups is this offer available?**

- B.1.7.11.1. This ticket is available for the customer group adults. For this offer, children are considered adults.

### **B.1.8. Comfort ticket**

#### **B.1.8.1. When is this ticket offer available?**

- B.1.8.1.1. This ticket offer is available until revoked.

#### **B.1.8.2. How long in advance can you buy this ticket?**

- B.1.8.2.1. This offer is available up to 6 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.

#### **B.1.8.3. When and for how long is this ticket valid?**

- B.1.8.3.1. This ticket is only valid on the day of validity, and only for the trains, buses and seats booked. The respective information can be found on the ticket.
- B.1.8.3.2. This ticket is not valid on any other train or bus.
- B.1.8.3.3. You cannot interrupt your journey in between.

#### **B.1.8.4. For which area can you buy this ticket?**

- B.1.8.4.1. This ticket is available for all routes on which night and motorail trains operate.

#### **B.1.8.5. Where is this ticket valid?**

- B.1.8.5.1. The ticket is only valid along the route of your booked trains, buses and connections.

B.1.8.5.2. The route is indicated on the ticket.

B.1.8.5.3. You cannot use any other route.

### **B.1.8.6. On which trains and buses is this ticket valid?**

B.1.8.6.1. This ticket is valid on night and motorail trains, as well as on Intercity buses to Italy.

### **B.1.8.7. For which comfort categories can you buy this ticket?**

B.1.8.7.1. You can buy this ticket for 1st and 2nd class on Intercity buses, seating, couchette and sleeper cars on night trains, as well as the car transport carriage.

B.1.8.7.2. You can change classes, if free seats are available.

### **B.1.8.8. For how many passengers can you buy this ticket?**

B.1.8.8.1. This ticket offer allows as many passengers and vehicles to travel together as seats or spaces are available.

### **B.1.8.9. What reimbursement options do you have for this ticket?**

B.1.8.9.1. You can have this ticket refunded up to 15 days before the first day of validity without any fees being charged.

B.1.8.9.2. You can have this ticket refunded up to 1 day before the first day of validity against a fee in the amount of 50 % of the fare, subject to a minimum fee of € 15.00 per passenger.

B.1.8.9.3. From the first day of validity onwards, you cannot have this ticket refunded.

### **B.1.8.10. Where can you buy this ticket?**

B.1.8.10.1. You can buy this ticket at the following points of sale:

- ÖBB ticket counter
- Ticketshop [tickets.oebb.at](https://tickets.oebb.at)
- Customer service 05-1717
- in travel agencies and other agencies selling ÖBB tickets

### **B.1.8.11. For which customer groups is this offer available?**

B.1.8.11.1. This ticket is available for the customer groups adults, children, families, Vorteils card and Österreich card, Passengers with a disability pass, business account, groups, Schul card, Vehicles, ÖAMTC and ARBÖ.

## **B.1.9. Sparschiene Comfort**

### **B.1.9.1. When is this ticket offer available?**

B.1.9.1.1. This ticket offer is available until revoked.

### **B.1.9.2. How long in advance can you buy this ticket?**

B.1.9.2.1. This offer is available up to 6 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.

B.1.9.2.2. You can only buy this ticket up to 1 minute before the departure of the train or bus.

### **B.1.9.3. When and for how long is this ticket valid?**

- B.1.9.3.1. This ticket is only valid on the day of validity, and only on the trains and for the seats booked. Both are indicated on the ticket. The seat reservation is included with the ticket if it is technically available at the time of booking.
- B.1.9.3.2. For local trains, you can take an earlier or later train.
- B.1.9.3.3. This ticket is not valid on any other train or bus.
- B.1.9.3.4. You cannot interrupt your journey in between.
- B.1.9.3.5. If you miss a connection due to a train or bus delay, take the next possible train or bus to your destination station. If necessary, please have the delay confirmed by our train attendants.
- B.1.9.3.6. Sparschiene Comfort tickets are personal tickets, regardless of the manner in which you obtain these tickets. They are made out to the name(s) of the passenger(s) you have stated when booking. When the tickets are checked, the passengers stated on the ticket must produce a photo ID showing their age.
- B.1.9.3.7. If you cannot identify yourself or if the names of the passengers do not match the names on the ticket, the regulations for passengers without a valid ticket as per Section A.3.2. [→ 15] apply

### **B.1.9.4. For which area can you buy this ticket?**

- B.1.9.4.1. You can buy this ticket for travel within Austria using a long-distance train, a night train or an Intercity bus.
- B.1.9.4.2. For trips within the following regions, the journey must have a length of more than 150 kilometres:
  - Carinthia
  - Upper Austria
  - Eastern region with Vienna, Lower Austria and Burgenland
- B.1.9.4.3. This ticket is not valid for trips within:
  - Salzburg
  - Styria
  - Tyrol
  - Vorarlberg
- B.1.9.4.4. Availability is limited and depends on your chosen route and trains.

### **B.1.9.5. Where is this ticket valid?**

- B.1.9.5.1. The ticket is only valid along the route of your booked trains, buses and connections.
- B.1.9.5.2. The route is indicated on the ticket.
- B.1.9.5.3. You cannot use any other route.

### **B.1.9.6. On which trains and buses is this ticket valid?**

- B.1.9.6.1. This ticket is valid for long-distance trains, Intercity buses and for local trains before and after long-distance services.

### **B.1.9.7. For which comfort categories can you buy this ticket?**

- B.1.9.7.1. You can buy this ticket for 1st and 2nd class on long-distance trains and buses.



- B.1.9.7.2. If you decide to change class from 1st class to business class on the train, the provisions of Section B.1.7. [→ 44] apply.
- B.1.9.7.3. A change of class across offer categories from 2nd class Sparschiene comfort tickets to 1st class standard tickets is not possible. Other changes of class are only possible on night trains.
- B.1.9.8. For how many passengers can you buy this ticket?**
- B.1.9.8.1. This ticket offer is available for one person.
- B.1.9.8.2. A joint ticket can be issued for up to 6 passengers.
- B.1.9.9. What reimbursement options do you have for this ticket?**
- B.1.9.9.1. You can have this ticket refunded up to 15 days before the first day of validity without any fees being charged.
- B.1.9.9.2. You can have this ticket refunded up to 1 day before the first day of validity against a fee in the amount of 50 % of the fare, subject to a minimum fee of € 15.00 per passenger.
- B.1.9.9.3. From the first day of validity onwards, you cannot have this ticket refunded.
- B.1.9.10. Where can you buy this ticket?**
- B.1.9.10.1. You can buy this ticket at the following points of sale:
- [tickets.oebb.at](https://tickets.oebb.at)
  - ÖBB App
- B.1.9.11. For which customer groups is this offer available?**
- B.1.9.11.1. This ticket is available for the customer groups adults and children. 4 children per adult can travel at a discounted price. Please specify the names of the children when booking the ticket. Further information about taking children along with you can be found in Section C.2.1.1.5. [→ 64]. Please note: The total number of passengers per ticket specified in Section B.1.9.8. [→ 48] may not be exceeded.
- B.1.10. Einfach-Raus-Ticket**
- B.1.10.1. When is this ticket offer available?**
- B.1.10.1.1. This ticket offer is available until revoked.
- B.1.10.2. How long in advance can you buy this ticket?**
- B.1.10.2.1. This offer is available up to 6 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.
- B.1.10.3. When and for how long is this ticket valid?**
- B.1.10.3.1. This ticket is only valid on the day of validity indicated on the ticket.
- B.1.10.3.2. With this ticket, you can travel on working days from Monday to Friday from 09:00 a.m. until 03:00 a.m. of the following day. On weekends and public holidays, this ticket is valid all day until 3:00 a.m. of the following day.
- B.1.10.3.3. If you start your journey on working days from Monday to Friday before 9:00 a.m., you will need another ticket to the first stop where your train stops after 9:00 a.m. For this, please observe the provisions in Section A.3.1.2. [→ 13].



B.1.10.3.4. If you end your journey after 03:00 a.m., you will need another ticket from the last stop where your train stops before 03:00 a.m. For this, please observe the provisions in Section A.3.1.2. [→ 13].

B.1.10.3.5. Within the period of validity, you can use this ticket as often as you like.

#### **B.1.10.4. For which areas can you buy this ticket?**

B.1.10.4.1. You can buy this ticket for all ÖBB routes.

B.1.10.4.2. You can also buy this ticket for the routes operated by the following railway companies:

- Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)

#### **B.1.10.5. Where is this ticket valid?**

B.1.10.5.1. This ticket is valid as a network card for all routes operated by ÖBB and the railway companies listed under B.1.10.4.2. [→ 49].

B.1.10.5.2. This ticket is not valid for trips in Vorarlberg.

#### **B.1.10.6. On which trains and buses is this ticket valid?**

B.1.10.6.1. With this ticket, you can travel on all local ÖBB trains

B.1.10.6.2. With this ticket, you can travel on the regional trains of the railway operators listed in Section B.1.10.4.2. [→ 49].

#### **B.1.10.7. For which comfort categories can you buy this ticket?**

B.1.10.7.1. You can buy this ticket for 2nd class.

#### **B.1.10.8. For how many passengers can you buy this ticket?**

B.1.10.8.1. 2 to 5 passengers can travel together using this offer. Please note: When purchasing the ticket, the number of passengers must be specified.

B.1.10.8.2. This ticket is only valid if you as a passenger are part of the group and write your name on the ticket.

#### **B.1.10.9. What reimbursement options do you have for this ticket?**

B.1.10.9.1. You can have the ticket refunded prior to the first day of validity without any fees being charged.

B.1.10.9.2. From the first day of validity onwards, the ticket cannot be refunded.

#### **B.1.10.10. Where can you buy this ticket?**

B.1.10.10.1. You can buy this ticket at the following points of sale:

- You can buy this ticket at the following points of sale:
- ÖBB ticket vending machine
- Customer service 05-1717
- Ticketshop [tickets.oebb.at](https://tickets.oebb.at)
- ÖBB app
- on our trains and buses
- in travel agencies and other agencies selling ÖBB tickets

- B.1.10.11. For which customer groups is this offer available?**  
 B.1.10.11.1. This ticket is available for the customer groups adults and adults combined with bicycles. For this offer, children are considered adults.
- B.1.11. Combined ticket**
- B.1.11.1. When is this ticket offer available?**  
 B.1.11.1.1. This ticket offer is available until revoked.
- B.1.11.2. How long in advance can you buy this ticket?**  
 B.1.11.2.1. This offer is available up to 6 months in advance. As long as the tickets for the new timetable year have not yet been published, you can buy your ticket up until the end of the current timetable.
- B.1.11.3. When and for how long is this ticket valid?**  
 B.1.11.3.1. The period of validity is indicated on the ticket.  
 B.1.11.3.2. The rail tickets included in combined tickets are valid for both the outward and return journey for 2 calendar days each. The rail ticket included in combined tickets for winter sports with a 1-day ski pass is valid for 2 calendar days for the outwards and return journey. The rail ticket included in combined tickets for winter sports with a 6-day ski pass is valid for 8 calendar days for the outwards and return journey. The outward or return journey must be completed within 36 hours of the start of the journey.  
 B.1.11.3.3. You can interrupt your journey in between.
- B.1.11.4. For which areas can you buy this ticket?**  
 B.1.11.4.1. You can only buy this ticket in conjunction with an additional service.  
 B.1.11.4.2. You can buy this ticket for all ÖBB routes.
- B.1.11.5. Where is this ticket valid?**  
 B.1.11.5.1. The route is indicated on the ticket.  
 B.1.11.5.2. This ticket is not valid for trips in Vorarlberg.  
 B.1.11.5.3. You cannot take any other route.
- B.1.11.6. On which trains and buses is this ticket valid?**  
 B.1.11.6.1. With this ticket, you can travel on all long-distance and local trains as well as on ÖBB buses within Austria.
- B.1.11.7. For which comfort categories can you buy this ticket?**  
 B.1.11.7.1. You can buy this ticket for 1st class and 2nd class.  
 B.1.11.7.2. If you decide to change from 2nd to 1st class, you need to pay the difference between the two classes for the requested route.  
 B.1.11.7.3. If you decide to change class from 1st class to business class on the train, the provisions of Section B.1.7. [→ 44] apply.
- B.1.11.8. For how many passengers can you buy this ticket?**  
 B.1.11.8.1. Up to 99 persons can travel together using this offer.

#### **B.1.11.9. What reimbursement options do you have for this ticket?**

- B.1.11.9.1. We will refund you combined tickets that have not yet been used.
- B.1.11.9.2. You can have a ticket refunded prior to the first day of validity without any fees being charged.
- B.1.11.9.3. From the first day of validity onwards, the ticket can no longer be refunded.
- B.1.11.9.4. Please make sure to submit all other receipts of the combined ticket together with your ticket for reimbursement. Otherwise a refund will unfortunately not be possible.
- B.1.11.9.5. Refunds are paid by ÖBB-Personenverkehr AG, Fahrgastrechte, P.O. Box 75, 1020 Vienna. For this, please send the completed ÖBB refund form, the tickets and all receipts to the above address.

#### **B.1.11.10. Where can you buy this ticket?**

- B.1.11.10.1. You can buy this ticket at the following points of sale:
  - ÖBB ticket counter
  - Customer service 05-1717
  - [tickets.oebb.at/en/shop](https://tickets.oebb.at/en/shop)
  - [railtours.oebb.at](https://railtours.oebb.at)
  - in travel agencies and other agencies selling ÖBB tickets

#### **B.1.11.11. For which customer groups is this offer available?**

- B.1.11.11.1. This ticket is available for the customer groups adults, child and Passengers with a disability pass.

#### **B.1.12. Schulcard ticket**

##### **B.1.12.1. When is this ticket offer available?**

- B.1.12.1.1. This ticket offer is available until revoked.

##### **B.1.12.2. How long in advance can you buy this ticket?**

- B.1.12.2.1. This offer is available up to 92 days in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.

##### **B.1.12.3. When and for how long is this ticket valid?**

- B.1.12.3.1. The single ticket is valid for 2 days. The period of validity is indicated on the ticket. Outward and return tickets are treated as two individual tickets.
- B.1.12.3.2. You can interrupt your journey in between. In cities that are urban transport stations, you cannot interrupt your journey, as specified in Section B.4. [→ 60].

##### **B.1.12.4. For which areas can you buy this ticket?**

- B.1.12.4.1. You can buy this ticket for all ÖBB routes.
- B.1.12.4.2. You can also buy this ticket for the routes operated by the following railway companies:
  - Raab-Oedenburg-Ebenfurter Eisenbahn (Austrian routes)

#### **B.1.12.5. Where is this ticket valid?**

- B.1.12.5.1. The route is indicated on the ticket.
- B.1.12.5.2. This ticket is not valid for trips in Vorarlberg.
- B.1.12.5.3. You can also take a different route if it is less expensive. However, you will not be refunded for the difference to the more expensive route.

#### **B.1.12.6. On which trains and buses is this ticket valid?**

- B.1.12.6.1. With this ticket, you can travel on all local and long-distance ÖBB trains. For trips on long-distance trains, you will need a reservation, as specified in Section B.2.1. [→ 57].
- B.1.12.6.2. With this ticket, you can travel on the regional trains of the railway operators listed in Section B.1.12.4.2. [→ 51].

#### **B.1.12.7. For which comfort categories can you buy this ticket?**

- B.1.12.7.1. You can buy this ticket for 2nd class.
- B.1.12.7.2. It is not possible to switch from 2nd to 1st class.

#### **B.1.12.8. For how many passengers can you buy this ticket?**

- B.1.12.8.1. Between 6 and 50 persons can travel together using this ticket offer.
- B.1.12.8.2. As group sizes usually fluctuate during the planning period, you will not receive the ticket for the exact group size, but rather as per the following staggered categories:
  - Groups of 6 to 10 passengers receive a ticket for 8 passengers.
  - Groups of 11 to 14 passengers receive a ticket for 12 passengers.
  - Groups of 15 to 20 passengers receive a ticket for 16 passengers.
  - Groups of 21 to 25 passengers receive a ticket for 22 passengers.
  - Groups of 26 to 30 passengers receive a ticket for 26 passengers.
  - Groups of 31 to 40 passengers receive a ticket for 32 passengers.
  - Groups of 41 to 50 passengers receive a ticket for 42 passengers.

#### **B.1.12.9. What reimbursement options do you have for this ticket?**

- B.1.12.9.1. You can have the ticket refunded prior to the first day of validity without any fees being charged.
- B.1.12.9.2. The ticket can be refunded within the first 3 days of validity against a fee of 50 % of the fare, subject to a minimum fee of € 15.00 per passenger. Outward and return tickets are treated as two individual tickets.
- B.1.12.9.3. A partial refund in cases where the number of passengers decreases is not possible.

#### **B.1.12.10. Where can you buy this ticket?**

- B.1.12.10.1. Dishes You can buy this ticket at the following point of sale:
  - [tickets.oebb.at](https://tickets.oebb.at)

#### **B.1.12.11. For which customer groups is this offer available?**

- B.1.12.11.1. This ticket is available for the customer group Schulcard.

## **B.1.13. City tourism**

### **B.1.13.1. When is this ticket offer available?**

B.1.13.1.1. This ticket offer is available until revoked.

### **B.1.13.2. How long in advance can you buy this ticket?**

B.1.13.2.1. This offer is available up to 3 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your ticket up until the end of the current timetable.

### **B.1.13.3. When and for how long is this ticket valid?**

B.1.13.3.1. The return ticket is valid for 1 month from the first day of validity. The period of validity is indicated on the ticket.

B.1.13.3.2. You can interrupt your journey in between. In cities that are urban transport stations, you cannot interrupt your journey, as specified in Section B.4. [→ 60].

### **B.1.13.4. For which areas can you buy this ticket?**

B.1.13.4.1. You can buy this ticket for trips of more than 150 kilometres within Austria if you book at least one overnight stay at a hotel at the same time.

B.1.13.4.2. You can buy this ticket for all ÖBB routes.

### **B.1.13.5. Where is this ticket valid?**

B.1.13.5.1. The route is indicated on the ticket.

B.1.13.5.2. This ticket is not valid for trips in Vorarlberg.

B.1.13.5.3. You cannot take any other route.

### **B.1.13.6. On which trains and buses is this ticket valid?**

B.1.13.6.1. With this ticket, you can travel on all long-distance and local trains as well as on ÖBB buses within Austria.

### **B.1.13.7. For which comfort categories can you buy this ticket?**

B.1.13.7.1. You can buy this ticket for 1st class and 2nd class.

B.1.13.7.2. If you decide to change from 2nd to 1st class, you need to pay the difference between the two classes for the requested route.

B.1.13.7.3. If you decide to change class from 1st class to business class on the train, the provisions of Section B.1.7. [→ 44] apply.

### **B.1.13.8. For how many passengers can you buy this ticket?**

B.1.13.8.1. You can buy this ticket for 1 person.

### **B.1.13.9. What reimbursement options do you have for this ticket?**

B.1.13.9.1. You cannot have the ticket refunded prior to the first day of validity.

B.1.13.9.2. From the first day of validity onwards, you cannot have this ticket refunded.

### **B.1.13.10. Where can you buy this ticket?**

B.1.13.10.1. You can buy this ticket at the following point of sale:

- at travel agencies with a valid RIT authorisation

#### **B.1.13.11. For which customer groups is this offer available?**

B.1.13.11.1. This ticket is available for the customer groups adults and children.

#### **B.1.14. Door to door luggage service**

##### **B.1.14.1. When is this service offer available?**

B.1.14.1.1. This service offer is available until revoked. You can receive it for trips within Austria in combination with a ticket.

B.1.14.1.2. We offer this service for the following luggage items:

- Suitcase
- Backpacks
- Travel bags
- Ski boot bags

B.1.14.1.3. We will also gladly transport your packed special luggage:

- Bicycles
- Electric bicycles
- Skis, snowboards and sleighs
- Golf equipment

B.1.14.1.4. We also transport your tandem bicycle for 2 persons without packaging. Please take care to remove all superstructures, such as saddlebags and baskets. Removable re-chargeable batteries on electric bicycles should also be removed.

B.1.14.1.5. We also transport the following foldable special luggage:

- Wheelchairs
- Strollers
- Buggies

B.1.14.1.6. Please note: Each piece of luggage or special luggage may weigh a maximum of 30 kg. The sum of 1 x length, 2 x height and 2 x width may not exceed 300 cm.

B.1.14.1.7. On and in the special luggage, we can only transport objects that are firmly attached to it, e.g. lighting systems on bicycles.

##### **B.1.14.2. How long in advance can you buy this service offer?**

B.1.14.2.1. This service offer can be purchased up to 6 months in advance. As long as the timetable for the new timetable year has not yet been published, you can buy this service offer up until the end of the current timetable.

B.1.14.2.2. You can buy this service offer at the ÖBB ticket counter and from the customer service 05-1717 up to 3 working days prior to the desired pick-up date.

##### **B.1.14.3. When and for how long is this service offer valid?**

B.1.14.3.1. We will be happy to pick up your luggage on the following working days:

- Monday to Friday from 8.00 a.m. to 5.00 p.m. with bookable time windows from 8:00 a.m. to 12:00 p.m. and from 12:00 p.m. to 5:00 p.m.

- additionally from Monday to Friday from 5:00 p.m. to 8:00 p.m. in the following postal code areas
  - Vienna/surroundings: 1xxx, 2320 – 2353
  - Linz: 4020 – 4046, 4050 – 4063, 4600 – 4614
  - Graz: 8010 – 8074
  - Salzburg: 5010 – 5033
  - Klagenfurt/Villach: 9000 – 9065, 9210 – 9220, 9231, 9500 – 9508
  - Innsbruck: 6010 – 6020, 6029 – 6061, 6071
- Saturdays from 8:00 a.m. to 12:00 p.m. from the following postal code areas
  - Vienna/surroundings: 1xxx, 2320 – 2353
  - Linz: 4020 – 4046, 4050 – 4063, 4600 – 4614
  - Graz: 8010 – 8074
  - Salzburg: 5010 – 5033
  - Klagenfurt/Villach: 9000 – 9065, 9210 – 9220, 9231, 9500 – 9508
  - Innsbruck: 6010 – 6020, 6029 – 6061, 6071

#### B.1.14.3.2.

We will be happy to deliver your luggage on the following working days:

- Monday to Friday from 8.00 a.m. to 5.00 p.m. with bookable time windows from 8:00 a.m. to 12:00 p.m. and from 12:00 p.m. to 5:00 p.m.
- additionally from Monday to Friday from 5:00 p.m. to 8:00 p.m. in the following postal code areas
  - Vienna/surroundings: 1xxx, 2320 – 2353
  - Linz: 4020 – 4046, 4050 – 4063, 4600 – 4614
  - Graz: 8010 – 8074
  - Salzburg: 5010 – 5033
  - Klagenfurt/Villach: 9000 – 9065, 9210 – 9220, 9231, 9500 – 9508
  - Innsbruck: 6010 – 6020, 6029 – 6061, 6071
- Saturdays from 8:00 a.m. to 12:00 p.m. from the following postal code areas
  - Vienna/surroundings: 1xxx, 2320 – 2353
  - Linz: 4020 – 4046, 4050 – 4063, 4600 – 4614
  - Graz: 8010 – 8074
  - Salzburg: 5010 – 5033
  - Klagenfurt/Villach: 9000 – 9065, 9210 – 9220, 9231, 9500 – 9508
  - Innsbruck: 6010 – 6020, 6029 – 6061, 6071

#### B.1.14.3.3

The delivery of your luggage is expected to take:

- 1 working day after the pick-up day in the case of standard pick-up and a morning/afternoon time window
- 2 working days after the pick-up day in the case of pickup with an evening time window

- 2 working days after the pick-up day in the case of pickup with a Saturday time window

B.1.14.3.4. If we do not deliver your luggage within the agreed time, please contact the telephone number indicated on your booking confirmation to arrange an alternative date.

B.1.14.3.5. If the booked pick-up or delivery times are not met or if the specified delivery time is exceeded, we will refund the entire charges for the door-to-door luggage service in one direction. A consignment is considered to have been delivered/collected on time if it is completed no later than 15 minutes after the end of the time window or after 5.00 p.m. For a refund, please contact the ÖBB customer service by telephone at 05-1717 or online at [www.oebb.at/kontakt..](http://www.oebb.at/kontakt..)

#### **B.1.14.4. For which areas can you buy this service offer?**

B.1.14.4.1. We offer this service for the connections of the train ticket for your trip. A prerequisite is that your collection and delivery address need to be at least within the catchment area of your departure and arrival station.

#### **B.1.14.5. Where is this service offer valid?**

B.1.14.5.1. This service offer is valid for the whole of Austria.

B.1.14.5.2. Please note: for postal purposes, the municipalities of Hirschegg, Mittelberg and Jungholz with postal codes 6991 to 6993 are considered to be in Germany. For shipments to these destinations, you will need to book the international door-to-door luggage service.

#### **B.1.14.6. On which trains and buses is this service offer valid?**

B.1.14.6.1. --- to remain empty ---

#### **B.1.14.7. For which comfort categories can you buy this ticket?**

B.1.14.7.1. --- to remain empty ---

#### **B.1.14.8. For how many pieces of luggage or special luggage can you buy this offer?**

B.1.14.8.1. You can buy 1 voucher for door-to-door luggage service per passenger. With this voucher, you can send an unlimited number of pieces of luggage and special luggage.

#### **B.1.14.9. What reimbursement options do you have for this offer?**

B.1.14.9.1. You can have this service offer refunded or changed up until 3 working days prior to the pick-up date.

B.1.14.9.2. After this, the service offer can no longer be refunded or changed.

#### **B.1.14.10. Where can you buy this service offer?**

B.1.14.10.1. You can buy this service offer at the following points of sale:

- ÖBB ticket counter
- Customer service 05-1717

#### **B.1.14.11. For which customer groups is this offer available?**

B.1.14.11.1. This service offer is available for the customer group adults. For this offer, children are considered adults.



#### **B.1.14.12. What insurance coverage does this service offer include?**

- B.1.14.12.1. When you purchase this service, you will automatically receive insurance for your luggage and special luggage.
- B.1.14.12.2. The insurance covers the following services up to € 800.00 per piece of luggage and special luggage:
- Reimbursement of costs for the replacement of a lost piece of luggage or special luggage
  - Repair of a damaged piece of luggage or special luggage
  - unavoidable and necessary expenses incurred by you due to the delayed delivery of a piece of luggage
  - Damage to unpacked bicycles will not be compensated
- B.1.14.12.3. Your insurer and contact person for this: GO! Express & Logistics GmbH, Pfarrgasse 81, 1230 Vienna.
- B.1.14.12.4. Any further liability is governed by Regulation (EC) No. 1371/2007, including its Appendix I, CIV.

**B.1.15. - to remain empty -**

**B.1.16. - to remain empty -**

### **B.2. Reservations**

#### **B.2.1. Seat reservations**

##### **B.2.1.1. When is this reservation offer available?**

- B.2.1.1.1. This reservation offer is always available.
- B.2.1.1.2. A reservation is valid for one direction of travel, even if you change trains several times. A prerequisite is that you continue your journey with the next connecting train on the same day and book the reservation at the same point in time.
- B.2.1.1.3. Please note: If you wish to make a reservation for the round trip, you will need to buy a reservation for both directions.

##### **B.2.1.2. How long in advance can you buy this reservation offer?**

- B.2.1.2.1. This offer is available up to 180 days in advance. As long as the timetable for the new timetable year has not yet been published, you can buy your reservation up until the end of the current timetable.
- B.2.1.2.2. This reservation offer is only available as long as seats are available.

##### **B.2.1.3. When and for how long is this reservation valid?**

- B.2.1.3.1. Your reservation is valid only on the day of validity on the trains you have booked and for the seats indicated on your reservation.
- B.2.1.3.2. This reservation is not valid on any other train.
- B.2.1.3.3. You cannot interrupt your journey in between.
- B.2.1.3.4. The reservation is only valid together with a valid ticket. For 1st class and business class reservations, you need a 1st class ticket.

- B.2.1.3.5. Please occupy your reserved seat within 15 minutes after the train has departed from your boarding station. After this, the reservation expires, and with it your claim to the reserved seat.
- B.2.1.4. For which areas can you buy this reservation?**
- B.2.1.4.1. A reservation is available for all routes on which ÖBB operates long-distance trains and buses.
- B.2.1.5. Where is this reservation valid?**
- B.2.1.5.1. The reservation is only valid along the route of your booked trains and connections.
- B.2.1.5.2. You cannot take any other route.
- B.2.1.5.3. With a reservation for business class and a valid ticket for 1st class, you can also travel in business class on other trains. However, you will not have a reserved seat there.
- B.2.1.6. On which trains and buses is this reservation valid?**
- B.2.1.6.1. This reservation is valid for long-distance trains and our buses.
- B.2.1.6.2. Trains and buses for which you can reserve a seat can be found in our timetables.
- B.2.1.7. For which comfort categories can you buy this reservation?**
- B.2.1.7.1. You can buy this reservation for 2nd class, 1st class and business class.
- B.2.1.8. For how many passengers can you buy this reservation?**
- B.2.1.8.1. With this reservation offer, 1 to a maximum of 36 people can travel together in 1st and 2nd class.
- B.2.1.8.2. You can buy business class reservations for 1 person.
- B.2.1.8.3. For groups of more than 36 passengers, please contact our group reservations department at the ÖBB customer service 05-1717.
- B.2.1.9. What reimbursement options do you have for this offer?**
- B.2.1.9.1. Reservations cannot be refunded.
- B.2.1.10. Where can you buy this reservation?**
- B.2.1.10.1. You can buy this reservation at the following points of sale:
- ÖBB ticket counter
  - Customer service 05-1717
  - [tickets.oebb.at](https://tickets.oebb.at)
  - ÖBB ticket app for smartphones
  - in travel agencies and other agencies selling ÖBB tickets
- B.2.1.11. For which customer groups is this offer available?**
- B.2.1.11.1. This reservation is available for the customer groups adults, child, infant, group, Vorteils-card, Österreichcard and Bicycles.

## **B.3. Use of transport association tickets**

### **B.3.1. General information**

- B.3.1.1.1. Information on how to use our trains and buses with tickets issued by transport associations can be found in the tariffs provisions of the individual transport associations. Information on the transport associations in Austria can be found in Section E.5. [→ 95].
- B.3.1.1.2. When travelling with standard single tickets and commutation tickets for passengers within a public transport association network as per Section E.5. [→ 95], the respective association's rate always applies. This means that in this case the fare will be charged exclusively according to the rules of the respective transport association. If the ÖBB Vorteils card or a similar proof of entitlement to a discounted fare is recognised by the respective transport association, only the corresponding discount offered by the transport association will be granted. These discounts deviate from ÖBB's discounts and may be lower or higher. If the ÖBB Vorteils card is not recognised by the respective transport association, you will always receive an ÖBB standard single ticket with the respective ÖBB discount as per Sections C.5. [→ 64], C.7. [→ 70], C.10. [→ 71] and C.16. [→ 72].

### **B.3.2. Combination of transport association and ÖBB tickets**

- B.3.2.1.1. You can combine tickets issued by transport associations and ÖBB only at stops of the train with which you are travelling.

### **B.3.3. Combination of tickets from two different transport associations**

#### **B.3.3.1. General rules**

- B.3.3.1.1. Important: You cannot combine 2 tickets issued by different transport associations. For trips between 2 transport associations, you can only use our tickets listed in Section B.1. [→ 36].
- B.3.3.1.2. For trips crossing from one transport association network to another, students and apprentices can combine the free student and apprentice tickets issued by the two transport associations. This also applies to their surcharge cards for the entire network.

#### **B.3.3.2. Possible exceptions**

- B.3.3.2.1. A general agreement with the Tyrol Transport Association allows for the combination of tickets issued by the Tyrol Transport Association with those of neighbouring transport associations.
- B.3.3.2.2. You can combine the tickets issued by the Tyrol Transport Association and a neighbouring transport association only at the stop of the train with which you are travelling.
- B.3.3.2.3. You can combine a card for the entire Tyrol network or a card for the entire network of a certain Tyrol region with a card for the entire network of a neighbouring transport association, regardless of the train stop.

### **B.3.4. Use of 1st class with transport association tickets**

- B.3.4.1.1. Within transport associations, you can only travel in 1st class with a commutation ticket as per Section B.1.1. [→ 36]. If you have a weekly, monthly or annual ticket for a transport association, you will have to pay the difference between the 2nd and 1st class price of a standard ticket for individual trips.
- B.3.4.1.2. With other transport association tickets, you cannot travel in 1st class.

## **B.4. Urban transport stations**

### **B.4.1. Use of tickets in urban transport stations**

- B.4.1.1.1. You buy tickets from and to cities that are urban transport stations for the entire city, not just to a certain train station. You can freely choose your departure or destination station without incurring a change in the price of the ticket. The ticket only shows the name of the urban transport station and not a specific train station.
- B.4.1.1.2. The provisions for urban transport stations only apply to the starting and destination points of a journey.
- B.4.1.1.3. Please note: you cannot interrupt your journey within the urban transport station. Switching to the next train or the one after that is possible.
- B.4.1.1.4. For trips within urban transport stations, you buy tickets from and to certain stations. Their names are indicated on the ticket.

### **B.4.2. Tickets for urban transport stations**

- B.4.2.1.1. For the following ticket offers, you buy the ticket from and to urban transport stations:
- Standard ticket
  - Combined ticket
  - Schulcard ticket
  - City tourism
- B.4.2.1.2. You buy all other tickets and reservations as per Sections B.1. [→ 36] and B.2. [→ 57] from and to specific stations as usual.

### **B.4.3. List of urban transport stations**

- B.4.3.1.1. The following cities are urban transport stations:
- Vienna
  - St. Pölten
  - Linz
  - Salzburg
  - Innsbruck
  - Graz
  - Klagenfurt
- B.4.3.1.2. In Appendix E.4. [→ 91], you will find all train stations included in the respective urban transport stations.

## **B.5. ÖBB travel vouchers**

### **B.5.1. ÖBB travel vouchers (previous)**

#### **B.5.1.1. Voucher value**

- B.5.1.1.1. You can buy travel vouchers for any value up to a limit of € 100.00 per voucher.

#### **B.5.1.2. Period of validity**

- B.5.1.2.1. Your travel vouchers have a period of validity of one year from the date of purchase.

### B.5.1.3.

#### Redemption

##### B.5.1.3.1.

During the period of validity, you can redeem your travel voucher to purchase our offers at the following points of sale:

- ÖBB ticket counter
- Travel agencies and other agencies selling ÖBB tickets

### B.5.1.4.

#### Exchange and reimbursement

##### B.5.1.4.1.

You can exchange your travel voucher or have it reimbursed up to 3 years after its expiry date.

We will exchange an expired travel voucher for a new one with the same value once. Further exchanges are not possible.

##### B.5.1.4.2.

We will refund travel vouchers against a fee of 10 % of the voucher's value, subject to a minimum fee of € 2.50. If you want to have several vouchers refunded, the maximum fee is € 15.00.

### B.5.2.

#### ÖBB vouchers (new with sixteen-digit voucher code)

### B.5.2.1.

#### Voucher purchase

##### B.5.2.1.1.

You can buy vouchers for any value between € 4.00 and € 250.00 per voucher.

##### B.5.2.1.2.

You can buy these vouchers at the following points of sale:

- ÖBB ticket counter
- Travel agencies and other agencies selling ÖBB tickets

### B.5.2.2.

#### Use of the voucher

##### B.5.2.2.1.

Your voucher has a sixteen-digit code which you can enter when making a purchase via the ticket shop.

##### B.5.2.2.2.

Please note: the refund for a ticket paid fully or partly with a voucher will always be sent to you in voucher form.

##### B.5.2.2.3.

If you would like to have the part of the amount not paid with vouchers refunded to the means of payment you originally used, please indicate this request in the [contact form](#).

### B.5.2.3.

#### Period of validity

##### B.5.2.3.1.

Your voucher is valid for 10 years from the date of purchase.

### B.5.2.4.

#### Redemption

##### B.5.2.4.1.

During the period of validity, you can redeem your voucher to purchase our offers at the following points of sale:

- [tickets.oebb.at](https://tickets.oebb.at)
- ÖBB app
- ÖBB ticket counter
- Customer service 05-1717

##### B.5.2.4.2.

Please note: Vouchers can only be used by private customers. If you want to pay your tickets with a Schulcard or a business account, you cannot redeem these vouchers.

##### B.5.2.4.3.

Using the vouchers for the purchase of a Vorteils card or an Österreich card is only possible at ÖBB ticket counters.

### **B.5.2.5. Reimbursement**

- B.5.2.5.1. You cannot have vouchers refunded.
- B.5.2.5.2. Vouchers cannot be redeemed for cash.

### **B.5.3. ÖBB gift vouchers in stores**

#### **B.5.3.1. Voucher purchase**

- B.5.3.1.1. You purchase the voucher for the amount indicated on it.
- B.5.3.1.2. You can obtain these vouchers from various selected ÖBB retail partners. These are the retail partners: [List](#). The voucher is only valid once it has been sold at the retail partner's cash point. We accept no liability for the loss or theft of or damage to the voucher.

#### **B.5.3.2. Use of the voucher**

- B.5.3.2.1. Your voucher has a sixteen-digit code which you can enter when making a purchase via the ticket shop. You will find the code under the scratch field on the voucher or on your receipt.
- B.5.3.2.2. Please note: the refund for a ticket paid fully or partly with a voucher will always be sent to you in voucher form.

#### **B.5.3.3. Period of validity**

- B.5.3.3.1. Your voucher is valid for 10 years from the date of purchase.

#### **B.5.3.4. Redemption**


- B.5.3.4.1. During the period of validity, you can redeem your voucher to purchase our offers at the following points of sale:
  - [tickets.oebb.at](https://tickets.oebb.at)
  - ÖBB app
- B.5.3.4.2. Please note: Vouchers can only be used by private customers. If you want to pay your tickets with a Schulcard or a business account, you cannot redeem these vouchers.
- B.5.3.4.3. The use of vouchers for the purchase of a Vorteils card is not possible online or via the ÖBB app.

#### **B.5.3.5. Reimbursement**

- B.5.3.5.1. You cannot have vouchers refunded.
- B.5.3.5.2. Vouchers cannot be redeemed for cash.

### **B.6. ÖBB Plus**

- B.6.1.1.1. With this offer, you can also buy admission to cultural, tourist or sports facilities, in addition to one of the following ticket offers:
  - B.1.1 Standard ticket
  - B.1.6 Sparschiene Österreich
  - B.1.8 Comfort ticket
  - B.1.10 Einfach-Raus-Ticket
  - Single tickets issued by transport associationse

- 
- B.6.1.1.2. For the tickets, the terms of use for the ticket offers listed in Section B.6.1.1.1. [→ 62] apply.
- B.6.1.1.3. For the voucher for admission to the cultural, tourist or sports facilities, the following refund terms apply:
- You can have the voucher refunded prior to the first day of validity without any fees being charged.
  - From the first day of validity onwards, the voucher can no longer be refunded.
- B.6.1.1.4. For a reimbursement, all unused vouchers must be returned. A reimbursement for services used only in parts is not possible.

## **C. Customer groups and discounts**

### **C.1. Infants**

- C.1.1.1.1. Infants are passengers up to the age of one day before their 6th birthday.
- C.1.1.1.2. You can take along infants free of charge and without a ticket. You can buy Seat reservations for infants, even if they do not have their own ticket.
- C.1.1.1.3. If you want to have a separate seat for an infant on our Night trains, the provisions for Children as per Section C.2. [→ 64] apply.

### **C.2. Children**

- C.2.1.1.1. Children are passengers aged 6 to 14 – up until one day before their 15th birthday.
- C.2.1.1.2. Children receive a discount of 50 % on a standard single ticket for passengers.
- C.2.1.1.3. Children pay a reduced price for a Comfort ticket.
- C.2.1.1.4. When accompanied by an adult, up to 4 children per adult receive a discount of 100 % on Sparschiene Österreich. For this, you will need to specify the number of children during your purchase, so that they are all registered on your ticket.
- C.2.1.1.5. When accompanied by an adult, up to 4 children per adult receive a discounted price for Sparschiene Comfort. For this, you will need to specify the number of children during your purchase, so that they are all registered on your ticket.

### **C.3. Adults**

- C.3.1.1.1. Adults are passengers aged 15 and over.
- C.3.1.1.2. Adults pay the full price.

### **C.4. - to remain empty -**

### **C.5. Vorteilscard**

#### **C.5.1. Vorteilscard Classic**

- C.5.1.1.1. All our passengers can buy a Vorteilscard Classic.
- C.5.1.1.2. With a Vorteilscard Classic, you will receive a discount of 45 % on a standard single ticket for passengers when buying your ticket
  - at ÖBB ticket counters
  - at the ÖBB customer service 05-1717
  - from our sales partners, e.g. travel agencies and
  - from the staff on our trains and buses.
- C.5.1.1.3. With a Vorteilscard Classic, you will receive an additional self-booking discount of 5 % on a standard single ticket for passengers when buying your ticket
  - at a ÖBB ticket vending machine,
  - via [tickets.oebb.at](https://tickets.oebb.at),
  - via our ÖBB app and
  - from the staff on our trains and buses, if you are departing from a train station without an ÖBB ticket vending machine.



C.5.1.1.4. No transport association recognises the Vorteils card Classic as a discount card. Therefore, you always receive an ÖBB standard single ticket with the above discounts.

C.5.1.1.5. From 12 January 2021 until 09 January 2022, you will receive a discount of 66 % on your purchase of a seat reservation. For this, you need to have an ÖBB customer account with a registered Vorteils card. In order to purchase the reservation, you need to be signed in to your ÖBB customer account.

## C.5.2. Vorteils card Jugend

C.5.2.1.1. Up until the day before their 26th birthday, all our passengers can buy a Vorteils card Jugend.

C.5.2.1.2. With a Vorteils card Jugend, you will receive a discount of 45 % on a standard single ticket for passengers when buying your ticket

- at ÖBB ticket counters
- from the ÖBB customer service at 05-1717
- from our sales partners, e.g. travel agencies and
- from the staff on our trains and buses.

C.5.2.1.3. With a Vorteils card Jugend, you will receive an additional self-booking discount of 5 % on a standard single ticket for passengers when buying your ticket

- at a ÖBB ticket vending machine,
- via [tickets.oebb.at](https://tickets.oebb.at),
- via our ÖBB app and
- from the staff on our trains and buses, if you are departing from a train station without an ÖBB ticket vending machine.

C.5.2.1.4. No transport association recognises the Vorteils card Jugend as a discount card. With the following transport associations, however, it can be used as a proof of age for the youth discount granted by the transport association:

- Transport association Upper Austria
- Transport association Salzburg
- Transport association Tyrol
- Transport association Styria

If, as a holder of a Vorteils card Jugend, you are also entitled to youth discounts granted by a transport association, you have a choice regarding train connections: Either you choose the transport association's rate with the according discount, or you choose the standard ÖBB rate with the above discounts. If for your trip you also use other public transport companies in addition to the railway, it is possible to combine the two rates with the corresponding discounts.

C.5.2.1.5. From 12 January 2021 until 09 January 2022, you will receive a discount of 66 % on your purchase of a seat reservation. For this, you need to have an ÖBB customer account with a registered Vorteils card. In order to purchase the reservation, you need to be signed in to your ÖBB customer account.

## C.5.3. Vorteils card Senior

C.5.3.1.1. All our passengers aged 64 and over can buy a Vorteils card Senior.

C.5.3.1.2. A free Vorteils card Senior is issued to our passengers with

- Supplementary allowance
- Compensatory allowance
- Supplementary pension under the War Victims Welfare Act 1957
- Maintenance pension under the Victims Welfare Act 1947
- Survivors' allowance under the Victims Welfare Act 1947

C.5.3.1.3. With a Vorteils card Senior, you will receive a discount of 45 % on a standard single ticket for passengers when buying your ticket

- at ÖBB ticket counters
- at the ÖBB customer service 05-1717
- from our sales partners, e.g. travel agencies and
- from the staff on our trains and buses.

C.5.3.1.4. With a Vorteils card Senior, you will receive an additional self-booking discount of 5 % on a standard single ticket for passengers when buying your ticket

- at a ÖBB ticket vending machine,
- via [tickets.oebb.at](https://tickets.oebb.at),
- via our ÖBB app and
- from the staff on our trains and buses, if you are departing from a train station without an ÖBB ticket vending machine.

C.5.3.1.5. The following transport associations recognise the Vorteils card Senior as a discount card:

- Transport association eastern region
- Transport association Upper Austria
- Transport association Salzburg
- Transport association Tyrol
- Transport association Styria
- Transport association Carinthia

Within these transport associations, you therefore always receive a ticket with other discounts than those mentioned above. The transport associations can provide information on the level of discount.

C.5.3.1.6. The following transport association does not recognise the Vorteils card Senior as a discount card:

- Transport association Vorarlberg

Within this transport association, you will therefore always receive an ÖBB standard single ticket with the above discounts.

C.5.3.1.7. From 12 January 2021 until 09 January 2022, you will receive a discount of 66 % on your purchase of a seat reservation. For this, you need to have an ÖBB customer account with a registered Vorteils card. In order to purchase the reservation, you need to be signed in to your ÖBB customer account.

C.5.4. - to remain empty -

C.5.5. - to remain empty -

#### C.5.6. Vorteilscard 66

C.5.6.1.1. From 27 June 2017 onwards, all our passengers can buy a Vorteilscard 66 via [tickets.oebb.at](https://tickets.oebb.at). For this, you must be logged on with your ÖBB account. If you do not have an ÖBB account yet, you can register for one free of charge.

C.5.6.1.2. With a Vorteilscard 66, you will receive a discount of 45 % on a standard single ticket for passengers when buying your ticket

- at ÖBB ticket counters
- at the ÖBB customer service 05-1717
- from our sales partners, e.g. travel agencies and
- from the staff on our trains and buses.

C.5.6.1.3. With a Vorteilscard 66, you will receive an additional self-booking discount of 5 % on a standard single ticket for passengers when buying your ticket

- at a ÖBB ticket vending machine,
- via [tickets.oebb.at](https://tickets.oebb.at),
- via our ÖBB app and
- from the staff on our trains and buses, if you are departing from a train station without an ÖBB ticket vending machine.

C.5.6.1.4. No transport association recognises the Vorteilscard 66 as a discount card. Therefore, you always receive an ÖBB standard single ticket with the above discounts.

C.5.6.1.5. From 12 January 2021 until 09 January 2022, you will receive a discount of 66 % on your purchase of a seat reservation. For this, you need to have an ÖBB customer account with a registered Vorteilscard. In order to purchase the reservation, you need to be signed in to your ÖBB customer account.

C.5.7. - to remain empty -

C.5.8. - to remain empty -

C.5.9. - to remain empty -

#### C.5.10. Vorteilscard Family

C.5.10.1.1. All our passengers aged 15 and over can buy a Vorteilscard Family. It is only valid in combination with a photo identification card including proof of age.

C.5.10.1.2. With this ticket, you can travel on all ÖBB trains and buses.

C.5.10.1.3. When travelling together with at least one infant or child, you as a holder of a Vorteilscard Family will receive a discount of 45 % on a standard single ticket for passengers when buying your ticket

- at ÖBB ticket counters
- at the ÖBB customer service 05-1717
- from our sales partners, e.g. travel agencies and
- from the staff on our trains and buses.

- C.5.10.1.4. With a Vorteils card Family, you will receive an additional self-booking discount of 5 % on a standard single ticket for passengers when buying your ticket
- at a ÖBB ticket vending machine,
  - via [tickets.oebb.at](https://tickets.oebb.at),
  - via our ÖBB app and
  - from the staff on our trains and buses, if you are departing from a train station without an ÖBB ticket vending machine.
- C.5.10.1.5. 2 holders of a Vorteils card Family also receive the discount if they travel together with an infant or a child.
- C.5.10.1.6. 4 children per holder of a Vorteils card Family receive a discount of 100 % on a standard single ticket. The other children receive a discount of 50 % on a standard single ticket. For this, you will need to specify the number of children during your purchase, so that they are all registered on your ticket.
- C.5.10.1.7. Children travelling for free also receive a discount of 100 % on Seat reservations for long-distance trains and buses.
- C.5.10.1.8. For comfort tickets, 4 children per holder of a Vorteils card Family only pay the reservation fee for a seat, couchette or berth in a sleeper car on night trains. The remaining children pay the price for the customer group Children. For this, you will need to specify the number of children during your purchase, so that they are all registered on your ticket.
- C.5.10.1.9. The following transport association recognises the Vorteils card Family as a discount card:
- Transport association Carinthia
- Within this transport association, you therefore always receive a ticket with other discounts than those mentioned above. The transport associations can provide information on the level of discount.
- C.5.10.1.10. The following transport associations do not recognise the Vorteils card Family as a discount card:
- Transport association eastern region
  - Transport association Upper Austria
  - Transport association Salzburg
  - Transport association Tyrol
  - Transport association Vorarlberg
  - Transport association Styria
- Within these transport associations, you will therefore always receive an ÖBB standard single ticket with the above discounts.
- C.5.10.1.11. From 12 January 2021 until 09 January 2022, you will receive a discount of 66 % on your purchase of a seat reservation. For this, you need to have an ÖBB customer account with a registered Vorteils card. In order to purchase the reservation, you need to be signed in to your ÖBB customer account.

## C.5.11. Validity of Vorteils cards

- C.5.11.1.1. A Vorteils card without your picture is only valid in combination with a photo ID with proof of age.

## **C.6. Österreichcard**

### **C.6.1. Österreichcard Classic**

- C.6.1.1.1. All our passengers can buy an Österreichcard Classic.
- C.6.1.1.2. With an Österreichcard Classic, you will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57].
- C.6.1.1.3. With an Österreichcard Classic 2nd class, you receive a discount of 50 % on a change of class from 2nd to 1st class with a standard single ticket.

### **C.6.2. Österreichcard Jugend**

- C.6.2.1.1. Up until the day before their 26th birthday, all our passengers can buy an Österreichcard Jugend. You can prove your age with a photo ID with proof of age.
- C.6.2.1.2. With an Österreichcard Jugend, you will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57].
- C.6.2.1.3. With an Österreichcard Jugend 2nd class, you receive a discount of 50 % on a change of class from 2nd to 1st class with a standard single ticket.

### **C.6.3. Österreichcard Familie**

- C.6.3.1.1. All parents of infants and children who receive a family allowance in Austria or an-other country can buy an Österreichcard Familie.
- C.6.3.1.2. The parents as well as the family's children will each receive an Österreichcard Familie for individual use. After the cards have been issued, the cardholders can no longer be changed.
- C.6.3.1.3. Parents are natural parents, step-parents, foster parents, adoptive parents and couples under the Registered Partnership Act (EPG).
- C.6.3.1.4. We assume that you are the parents of your children if your family names are identical. In the event of double names, at least one part of your and your children's names must match.
- C.6.3.1.5. The parent whose family name is not identical to the children's family name must provide proof of parenthood. Proof of parenthood is provided by the presentation of the marriage certificate by the biological parent or step-parent. The registration form can also serve as adequate proof. The address for the main residence of parents, step-parents and children must be identical. If proof of parenthood or step-parenthood is not provided, the issuance of the card may be refused.
- C.6.3.1.6. With an Österreichcard Familie, you will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57]
- C.6.3.1.7. With an Österreichcard Familie 2nd class, you receive a discount of 50 % on a change of class from 2nd to 1st class with a standard single ticket.

### **C.6.4. Österreichcard Senior**

- C.6.4.1.1. All our passengers aged 64 and over can buy an Österreichcard Senior. You can prove your age to us with a photo ID with proof of age.
- C.6.4.1.2. With an Österreichcard Familie, you will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57].
- C.6.4.1.3. With an Österreichcard Senior 2nd class, you receive a discount of 50 % on a change of class from 2nd to 1st class with a standard single ticket.

## **C.6.5. Österreichcard Spezial**

- C.6.5.1.1. All our disabled passengers who have the following entries in their Austrian certificate of disability or of severe war-related disability can buy an Österreichcard Spezial:
- degree of disability of at least 70 % or
  - an additional entry "...can claim discounts on transport rates in accordance with the Federal Disabilities Act (Bundesbehindertengesetz)".
- C.6.5.1.2. With an Österreichcard Spezial, you will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57].
- C.6.5.1.3. With an Österreichcard Spezial 2nd class, you receive a discount of 50 % on a change of class from 2nd to 1st class with a standard single ticket.

## **C.6.6. Österreichcard Bundesheer**

- C.6.6.1.1. You can obtain an Österreichcard Bundesheer during your military service.
- C.6.6.1.2. You apply for your Österreichcard Bundesheer at the beginning of your military or training service with your military office. This office will then take care of all further tasks related to ordering and delivery.
- C.6.6.1.3. The Österreichcard Bundesheer does not have a picture and is therefore only valid in connection with a photo ID with proof of age.

## **C.6.7. Österreichcard Zivildienst**

- C.6.7.1.1. You can obtain an Österreichcard Zivildienst during your civil service.
- C.6.7.1.2. You can apply for your Österreichcard Zivildienst by presenting your notice of assignment as well as a photo ID with proof of age at an ÖBB ticket counter.
- C.6.7.1.3. The Österreichcard Zivildienst does not have a picture and is therefore only valid in connection with a photo ID with proof of age.

## **C.7. Passengers with a disability pass**

- C.7.1.1.1. This customer group includes all our passengers with disabilities and the following entries in their Austrian certificate of disability or of severe war-related disability:
- degree of disability of at least 70 % or
  - an additional entry "...can claim discounts on transport rates in accordance with the Federal Disabilities Act (Bundesbehindertengesetz)".
- C.7.1.1.2. You receive a discount of 50 % on a standard single ticket for passengers.
- C.7.1.1.3. hey receive a discount on a comfort ticket.
- C.7.1.1.4. Passengers with a disability pass will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57].
- C.7.1.1.5. All transport associations recognise the disability pass as a discount card. Within the transport associations, you therefore always receive a transport association ticket. The discounts granted by transport associations are set individually by the respective transport associations.

## **C.8. Passengers with disabilities with companions**

- C.8.1.1.1. Passengers with wheelchairs can take an accompanying person along. Blind passengers and persons disabled by war with a degree of disability of at least 70 % can also take an accompanying person along. This also applies to passengers with disabilities whose dis-

ability pass states that “the holder of this pass requires an accompanying person” and for foreign passengers who can prove by means of official documents that they require an accompanying person.

- C.8.1.1.2. The accompanying person and the assistance dog receive a discount of 100 % on a standard single ticket for passengers and, if applicable, on the seat reservations for 1st and 2nd class as per Section B.2.1. [→ 57]. The passenger to be accompanied needs a paid ticket as per Section B.1. [→ 36]. In derogation from Section C.1.1.1.2. [→ 64], infants with persons accompanying them also need a ticket as per Section B.1. [→ 36]. for the customer group “child” as specified in Section C.2. [→ 64].
- C.8.1.1.3. If a train has wheelchair spaces only in 1st class, a second companion also only pays for a standard single 2nd class ticket for passengers.
- C.8.1.1.4. On night trains, the companion only pays the reservation fee for the chosen travel category.
- C.8.1.1.5. Holders of a disability pass with the entry “assistance dog” accompanied by their assistance dog can book the mobility compartment on night trains.

## **C.9. Passengers with disabilities in wheelchairs**

- C.9.1.1.1. Passengers with disabilities in wheelchairs are all passengers who need wheelchairs as per Section A.3.4.1.6. [→ 19].
- C.9.1.1.2. If a train has wheelchair spaces only in 1st class, you pay the price of a 2nd class standard single ticket for passengers. Holders of a disability pass as per Section C.6.5. [→ 70] will receive the respective discount.
- C.9.1.1.3. You will receive a discount of 100 % on Seat reservations for 1st and 2nd class, as specified in Section B.2.1. [→ 57].
- C.9.1.1.4. Passengers with disabilities with wheelchairs can book the mobility compartment on night trains.

## **C.10. Businesskonto**

- C.10.1.1.1. As a business customer with a planned annual sales volume of at least € 1,000.00, you can register for the ÖBB business account offer free of charge.
- C.10.1.1.2. If you do not reach this minimum sales volume within one year, we reserve the right to suspend the ÖBB business account offer.
- C.10.1.1.3. With the business account, you will receive a discount of 20 % on a standard single ticket for passengers.
- C.10.1.1.4. No transport association recognises the ÖBB business account as a discount. Therefore, you always receive an ÖBB standard single ticket with the above discount. We are not allowed to sell a standard single ticket for Businesscard customers for trips within Vorarlberg.

## **C.11. Schulcard**

- C.11.1.1.1. All Austrian schools, kindergartens, children’s and youth homes as well as youth organisations are entitled to a Schulcard.
- C.11.1.1.2. You receive the Schulcard discount if more than half of your group consists of children. Passengers up to 18 years of age (up until one day before their 19th birthday) or with a Vorteils card Jugend are also considered children.
- C.11.1.1.3. With a Schulcard, you will receive a discount of 60 % on a standard single ticket for passengers.



- C.11.1.1.4. discount of 100 % on the regular fare is granted for group sizes
- of six to 20 passengers: to 2 accompanying persons,
  - of 21 to 30 passengers: to 3 accompanying persons,
  - of 31 to 40 passengers: to 4 accompanying persons,
  - of 41 to 50 passengers: to 5 accompanying persons.
- C.11.1.1.5. The accompanying persons must be 15 years or older.
- C.11.1.1.6. With a Schulcard, you will receive a discount of 100 % on Seat reservations for 2nd class.

## **C.12. Dog**

- C.12.1.1.1. The customer group “dog” includes all dogs not travelling along in a closed container as per Section A.4.3.1. [→ 24].

## **C.13. Bicycles**

- C.13.1.1.1. Bicycles include:
- Bicycles, electric bicycles
  - Tandems
  - Cargo bicycles, tricycles for adults
  - Single-track electric scooters with saddle or seat
  - Bicycle trailers

## **C.14. Vehicles**

- C.14.1.1.1. Cars are passenger cars according to road traffic regulations with and without trailers.
- C.14.1.1.2. Motorcycles are those defined according to road traffic regulations with and without side-car, as well as transportable special vehicles.

## **C.15. Vehicles on the ÖBB Tauern motorail**

- C.15.1.1.1. Cars and motorcycles up to a weight of 3.5 t and a maximum of 9 seats, including the driver.
- C.15.1.1.2. Trailers have a maximum weight of 750 kg and may not exceed a total weight of 3.5 t together with the towing vehicle.
- C.15.1.1.3. Trucks are trucks, buses, tractors, motor carts and three-axle motorhomes with a weight of 3.5 t and more.
- C.15.1.1.4. E-bikes are also considered bicycles.

## **C.16. Groups**

- C.16.1.1.1. You are considered a group if you are travelling together on the same route with one or more fellow passengers.
- C.16.1.1.2. Groups receive the following discounts on a standard single ticket for passengers:
- 5 % for 2 and 9 persons travelling together
  - 30 % for 10 or more persons travelling together



C.16.1.1.3. Groups of ten persons or more receive a discount of 100 % on Seat reservations. Please make reservations on long-distance trains if a group includes 24 passengers or more. Without a reservation, we will unfortunately not be able to transport your group.

C.16.1.1.4. Groups are granted a discount in the following transport associations.

- Transport association Styria
- Transport association Vorarlberg

Within these transport associations, you therefore always receive a ticket with other discounts than those mentioned above. The transport association can provide information on the level of discount.

C.16.1.1.5. Groups are not granted a discount in the following transport associations:

- Transport association eastern region
- Transport association Upper Austria
- Transport association Salzburg
- Transport association Tyrol
- Transport association Carinthia

Within these transport associations, you will therefore always receive an ÖBB standard single ticket with the above discounts.

## **C.17. - to remain empty -**

## **C.18. ÖAMTC**

C.18.1.1.1. This customer group includes all of our passengers holding an ÖAMTC club card.

C.18.1.1.2. They receive a discount on the ticket offer comfort ticket for vehicles for the trains NJ 446/447, NJ 464/465, NJ 40414/40465.

## **C.19. ARBÖ**

C.19.1.1.1. This customer group includes all of our passengers holding an ARBÖ club card.

C.19.1.1.2. They receive a discount on the ticket offer comfort ticket for vehicles for the trains NJ 446/447, NJ 464/465, NJ 40414/40465.

## D. Further terms and conditions

### D.1. GTC for the purchase of tickets via [tickets.oebb.at](https://tickets.oebb.at) and the ÖBB app

#### D.1.1. In which areas do these GTC apply?

- D.1.1.1.1. These General Terms and Conditions (GTC) apply to the sale of the ticket offers described in Sections B.1. [→ 36] and B.2. [→ 57] available on [tickets.oebb.at](https://tickets.oebb.at) and in the ÖBB app, the ticket offers of individual transport associations, as well as the sale of the Vorteils card as per Section C.5. [→ 64] They supplement the conditions of carriage in Section A. [→ 12], the terms of use in Section B. [→ 36] and the fare conditions of the respective transport associations.
- D.1.1.1.2. Please note: If transport association tickets for trips within a transport association are offered via the ticket shop at [tickets.oebb.at](https://tickets.oebb.at) and via the ÖBB app, these are always subject to the exclusivity of the transport association's rates as per Section B.3.1.1.2. [→ 59] as well as the provisions on the acceptance of the Vorteils card by the transport associations in C. [→ 64]. If no transport association tickets for trips within a transport association are offered via the ticket shop, you will always receive an ÖBB standard single ticket for the chosen route, including the discounts granted as per C. [→ 64].
- D.1.1.1.3. The terms of use for the tickets as per Section B. [→ 36] as well as for international carriage only apply if nothing else is stipulated in the following provisions.

#### D.1.2. Booking tickets via [tickets.oebb.at](https://tickets.oebb.at) and the ÖBB app

##### D.1.2.1. Booking process

- D.1.2.1.1. During the booking process, please provide the following information:
- First and last name of the passengers participating in the trip,
  - if an Österreich card, business account or Schul card is used for discounts, the numbers of the individual cards,
  - First and last name, as well as dates of birth or age of any children or adults under the age of 26 participating in the trip for whom you are entitled to an age-based fare reduction,
  - The e-mail address to which the confirmation e-mail and, if applicable, the ticket for self-printing are to be sent
  - The method of payment
- D.1.2.1.2. Holders of a business account or a Schul card buy tickets when they are logged on to their ÖBB account.
- D.1.2.1.3. Please carefully review your booking and payment details for correctness before acknowledging our general terms and conditions and concluding the purchase process by clicking on "Pay now".
- D.1.2.1.4. The contract between you and ÖBB is concluded with the confirmation of the successful booking via [tickets.oebb.at](https://tickets.oebb.at) or the ÖBB app.
- D.1.2.1.5. Immediately after successfully booking a ticket via [tickets.oebb.at](https://tickets.oebb.at) or the ÖBB app, we will send you a booking confirmation to the e-mail address you provided. This booking confirmation is not considered a ticket.

## D.1.2.2. Name corrections

- D.1.2.2.1. If you made a mistake regarding the name to be entered when purchasing a ticket via the ticket shop, you can correct this in most cases.
- D.1.2.2.2. The name can be changed if you have not yet created your ticket as a PDF ticket or collected it from the machine.
- D.1.2.2.3. Name changes are possible for the following ticket offers:
- B.1.1 Standard ticket for a single trip
  - B.1.6 Sparschiene Österreich within 24 hours of booking
  - B.1.8 Komfort ticket
  - B.1.10 Einfach-Raus-Ticket
  - B.2.1 Seat reservations, with the exception of seat reservations for Österreichcard holders
  - Individual tickets and day passes for transport associations
- D.1.2.2.4. In order to change a name, please contact the ÖBB customer service at 05-1717.

## D.1.3. Provision and use of tickets

### D.1.3.1. How do you receive your ticket?

- D.1.3.1.1. After successfully purchasing a ticket through our website [tickets.oebb.at](https://tickets.oebb.at) or our ÖBB app, you can decide how you would like to receive your ticket. The following options are available:
- PDF ticket to print yourself
  - Mobile phone ticket for display on your smartphone within the ÖBB app
  - Ticket pick-up at an ÖBB ticket machine or an ÖBB ticket counter
- D.1.3.1.2. As a logged-on customer, you can access your bookings in your ÖBB account from any device or browser. You can therefore book your tickets online and receive this booking on your smartphone as a mobile phone ticket to be displayed within the ÖBB app.
- D.1.3.1.3. For some tickets, the choices are limited to pick-up at a machine or at the ÖBB ticket counter.
- D.1.3.1.4. Tickets bought via [tickets.oebb.at](https://tickets.oebb.at) or the ÖBB app are personal tickets, regardless of how you obtain these tickets. They are made out to the name(s) of the passenger(s) you have stated when booking. When the tickets are checked, the passengers stated on the ticket must produce a photo ID showing their age. If you have booked a ticket with a discount, you will also need to present the required proof.
- D.1.3.1.5. If you cannot identify yourself or prove your age, if the names of the passengers do not match the names on the ticket or if the entitlement to a discounted fare is missing, the regulations for passengers without a valid ticket as per Section A.3.2. [→ 15] apply.

### D.1.3.2. PDF ticket to print yourself

- D.1.3.2.1. If you decide to print the PDF ticket immediately by clicking on “Create PDF ticket now”, it is immediately displayed on the PC screen. We will also send you a down-load link to the e-mail address you provided.

- D.1.3.2.2. For trips within Austria, you can also present your PDF ticket electronically. In order to display a PDF ticket on a mobile device, your device will need a PDF reader. In order to prevent counterfeiting and abuse, train attendants of other railways abroad do not accept unprinted PDF tickets on laptops, smartphones or tablet computers. It is important that you always print out PDF tickets for trips to or within another country in advance.
- D.1.3.2.3. Please print the PDF ticket on white paper in A4 portrait format. It is technically not possible for our train attendants to scan and accept a ticket printed in a different format and colour. In such cases, the provisions of Section A.3.2. [→ 15] for passengers without a valid ticket apply.
- D.1.3.2.4. When printing your PDF ticket, please make sure not to fold your ticket in the area of the printed bar code. This code is used to save important data about your ticket and your person which is retrieved when the ticket is checked.
- D.1.3.3. Mobile phone ticket for display on your smartphone within the ÖBB app**
- D.1.3.3.1. If you choose to receive the ticket on your mobile phone by clicking on “Create mobile phone ticket now”, it is immediately sent to the device where you want to display your ticket.
- D.1.3.3.2. Within the ÖBB app on your smartphone, the ticket is displayed immediately as a mobile phone ticket. Data transmission to your smartphone via the mobile network is beyond our control, meaning that you do so at your own risk.
- D.1.3.3.3. When you book your ticket via the ÖBB app, the option “Mobile phone tickets” is set by default in the app settings. With this function, you will always receive your tickets automatically as mobile phone tickets on the mobile phone which you used to book your tickets. You can change this setting by activating the “Always ask” button in the “Settings”, “General” section. This allows you to manually determine how you would like to receive your tickets for each ticket you buy.
- D.1.3.3.4. If you choose to display the booked ticket as a mobile phone ticket on the current device by selecting “Create mobile phone ticket now”, this ticket will only be displayed on this device.
- D.1.3.3.5. If you would like to receive a mobile phone ticket located on your device on another device or in a different form, select the “Get ticket differently” function.
- D.1.3.4. Ticket pick-up at an ÖBB ticket machine or an ÖBB ticket counter**
- D.1.3.4.1. If you decide to pick up the ticket from a stationary ÖBB ticket machine or an ÖBB ticket counter by selecting “Create pick-up code now”, a twelve-digit alphanumeric pick-up code will be displayed immediately. We will also send you the pick-up code to the e-mail address you have provided.
- The ticket can be printed out with the pick-up code at any stationary ÖBB ticket machine and any ÖBB ticket counter.
- D.1.3.5. Misuse of PDF tickets, mobile phone tickets or collected tickets**
- D.1.3.5.1. We reserve the right to file criminal charges against people who attempt to misuse a ticket, for example through impermissible multiple use or in the event of an unauthorised reversal of the ticket booking after demonstrable use thereof.

## D.1.4. Ordering an ÖBB Vorteils card via [tickets.oebb.at](https://tickets.oebb.at)

### D.1.4.1. How can you order your Vorteils card?

- D.1.4.1.1. In order for you to be able to order or renew a Vorteils card via [tickets.oebb.at](https://tickets.oebb.at), you need to create an ÖBB account and log on to it. Registered persons can only buy a ticket for themselves. Buying several Vorteils cards for different holders is not possible.
- D.1.4.1.2. During the order process, your data from the registration will be copied from your ÖBB account. Any additional required data will be requested during the purchasing process. The following data is required for the order process:
- Form of address
  - First and last name
  - Date of birth
  - Address data
  - e-mail address
- D.1.4.1.3. When placing your first order, you choose:
- From when the card is to be valid
  - Which Vorteils card you want to order
  - The method of payment
- D.1.4.1.4. When renewing your contract, you confirm your personal data and the product offered and pay for it.
- D.1.4.1.5. Please carefully review your order and payment details for correctness before acknowledging our general terms and conditions and concluding the purchase process by clicking on "Pay now".
- D.1.4.1.6. The contract between you and ÖBB is concluded with the confirmation of the successful booking via [tickets.oebb.at](https://tickets.oebb.at).
- D.1.4.1.7. Immediately after a successful order, we will send you an order confirmation and the provisional Vorteils card to the e-mail address you provided. If necessary, you can also download, save or print these documents immediately after ordering. You will receive your original card by mail a few days later.
- D.1.4.1.8. With the order confirmation, you will also receive a form you can use to issue a SEPA mandate. This allows you to pay your next ÖBB Vorteils card comfortably by SEPA direct debit.

### D.1.4.2. The provisional Vorteils card to print out yourself

- D.1.4.2.1. With the provisional Vorteils card, you can claim the discount on standard single tickets immediately from the start of validity onwards; it serves as proof of possession of a Vorteils card for ticket inspection purposes.
- D.1.4.2.2. For trips within Austria, you can also present your provisional Vorteils card electronically. For trips to and within a foreign country, please print out your provisional Vorteils card.
- D.1.4.2.3. Please print the PDF file on white paper in A4 portrait format and cut out the provisional Vorteils card as marked, if desired. Please make sure that the code and the data specified are fully readable. A provisional Vorteils card printed in a different format or that is difficult to read or incorrectly cut out cannot be scanned by our train attendants and can therefore not be accepted.

- D.1.4.2.4. Please make sure not to fold the provisional Vorteils card in the area of the printed bar code. This code is used to save important data about you which is retrieved when the ticket is checked.
- D.1.4.2.5. The provisional Vorteils card is issued to you personally. During ticket inspections, you will need to show a photo ID with proof of age.
- D.1.4.2.6. If you cannot identify yourself or prove your age or if the names of the passengers do not match the names on the provisional Vorteils card, the regulations for passengers without a valid ticket as per Section A.3.2. [→ 15] apply.

### **D.1.4.3. Availability of the ÖBB Vorteils card in the ÖBB app**

- D.1.4.3.1. The Vorteils card can only be used in the ÖBB app by users who have created an ÖBB account, are logged on to it and have added their previously purchased Vorteils card to their ÖBB account.
- D.1.4.3.2. The Vorteils card visible in the ÖBB customer account includes validity and security features. It is only valid for you personally and only in connection with a photo ID with proof of age.
- D.1.4.3.3. You can display your registered Vorteils card by clicking on “My discounts” in your ÖBB account. If you have booked a discounted ticket using the Vorteils card registered to your ÖBB account, a Vorteils card button will be activated in your ticket. Clicking on this button displays the Vorteils card.

### **D.1.4.4. Right of withdrawal**

- D.1.4.4.1. Within 14 days from the order date, you can revoke the purchase contract via your ÖBB Vorteils card without stating any reasons.
- D.1.4.4.2. Please send the completed cancellation form to the following address:
- ÖBB-Personenverkehr AG, Postfach 222, 1020 Vienna
  - [www.oebb.at/kontakt](http://www.oebb.at/kontakt)
- D.1.4.4.3. The link for the cancellation form can be found at [www.oebb.at](http://www.oebb.at).
- D.1.4.4.4. Within 14 days of submitting your cancellation form, please send your Vorteils card to the above address. For Vorteils cards sent in at a later point in time, we cannot accept the cancellation.
- D.1.4.4.5. We will refund you the purchase price with the same means of payment you used for the purchase within 14 days after receiving the cancellation form. We may hold the refund until we have received your Vorteils card. Alternatively, you can also send us proof of the timely return of your Vorteils card.
- D.1.4.4.6. You must repay all discounts obtained from the use of the Vorteils card within the cancellation period.

## **D.1.5. How you can pay**

### **D.1.5.1. Payment options**

- D.1.5.1.1. The payment options offered vary between [tickets.oebb.at](http://tickets.oebb.at), the ÖBB app and the individual ticket offers.

### **D.1.5.2. Credit card payment**

- D.1.5.2.1. Please provide the following information when paying by credit card:
- Name of card holder

- Credit card number
- Expiry date
- Card validation code (this code is not stored by us)
- 3-D secure code (optional and not stored by us)

### D.1.5.3. PayPal

D.1.5.3.1. Please provide the following information when paying with your PayPal account:

- email address
- Password (not stored by us)

### D.1.5.4. Business account

D.1.5.4.1. As an ÖBB Business customer with a business account, you can pay using the following means of payment.

D.1.5.4.2. Payment against invoice or by SEPA direct debit mandate:

- You accept the monthly invoice sent to you if you do not object in writing within 30 days of the invoice date. Your written objection does not release you from the obligation to pay the invoice on time. You may only use the discounted offer as long and as far as you pay invoices on time.
- Payment against invoice or deposit: You pay the amount shown as outstanding on the invoice within the payment period stated on the invoice.
- Pay by SEPA direct debit mandate: You grant us a SEPA direct debit mandate. The amount shown as outstanding on the invoice will be debited from your sufficiently covered current account within the stated payment period.

D.1.5.4.3. Payment via AirPlus:

- You register your AirPlus travel account as a means of payment in the business account. You will receive a collective payment overview of your booked ÖBB services from AirPlus according to your conditions/agreement.
- For every ticket booked under your business account, you will receive an input tax certificate with the booking confirmation.

D.1.5.4.4. Payment via partners:

- If you buy your tickets using the booking channels of partners, you can use the payment options available there.

D.1.5.4.5. In addition, you have the following payment options:

- PayPal as per D.1.5.3. [→ 79]
- Credit card as per D.1.5.2. [→ 78]
- Online bank transfer as per D.1.5.6. [→ 80]

### D.1.5.5. Schulcard

D.1.5.5.1. Please provide the following information when paying by Schulcard:

- Schulcard number
- PIN



#### D.1.5.6. Online bank transfer

- D.1.5.6.1. EPS online transfer is the online payment procedure used by Austrian banks. For the transfer, you will be directed to your bank's online banking page. The participating banks are listed under <https://www.stuzza.at/>.
- D.1.5.6.2. Giropay is the online payment procedure used by German banks. For the transfer, you will be directed to your bank's online banking page. The participating banks are listed under [www.giropay.de](http://www.giropay.de).
- D.1.5.6.3. In order to pay by online bank transfer, please proceed as follows:
- Select your bank. We will direct you to your bank's online banking page.
  - On your bank's online banking website, please enter your access data and passwords as usual. Your access data and passwords will only be exchanged between you and your bank. There is no flow of information via ÖBB.
  - All information required for the transfer is already prefilled. This includes, for example, the IBAN, the amount to be transferred and the recipient.
  - By entering your TAN code in your bank's online banking system, you authorise your booking and complete the payment process successfully.

#### D.1.5.7. Travel and Goodwill voucher

- D.1.5.7.1. Please provide the following information when paying by travel and goodwill voucher:
- Sixteen-digit voucher code
- D.1.5.7.2. The following offers cannot be paid with a voucher code:
- Standard ticket for the customer group business account
  - Schulcard ticket
  - Vorteils card

#### D.1.5.8. Promotion voucher

- D.1.5.8.1. Please provide the following information when paying by promotion voucher:
- Sixteen-digit voucher code
- D.1.5.8.2. The following offers cannot be paid with a voucher code:
- Standard ticket for the customer group business account
  - Schulcard ticket
  - Vorteils card
  - ÖBB travel vouchers
- D.1.5.8.3. Promotion vouchers cannot be combined with ÖBB travel vouchers.

#### D.1.6. Cancellation

##### D.1.6.1. Cancellation of bookings

- D.1.6.1.1. Cancelling means that you cancel the booking of a ticket that you have not yet received as per Section D.1.3. [→ 75].
- D.1.6.1.2. You always cancel all parts of a trip booked at [tickets.oebb.at](https://tickets.oebb.at) or within the ÖBB app. If several trips are booked together in a shopping basket, you need to cancel them separately. If we recognize a booked return trip to an outward trip, we will ask you whether you would like to cancel it as well.



- D.1.6.1.3. The refund conditions for the tickets as per B. [→ 36] apply analogously to the cancellation.
- D.1.6.1.4. If you receive a ticket as a PDF ticket as per Section D.1.3.2. [→ 75], you can no longer cancel it.
- D.1.6.1.5. If you receive a ticket as a mobile phone ticket as per Section D.1.3.3. [→ 76], you can undo the receipt using the “Receive tickets differently” function.
- D.1.6.1.6. If you receive a ticket by picking it up from an ÖBB ticket machine or an ÖBB ticket counter as per Section D.1.3.4. [→ 76], you can have it refunded at the ÖBB ticket counter in accordance with the provisions in B. [→ 36].
- D.1.6.1.7. If you pay your ticket with a Travel and goodwill voucher as per Section D.1.5.7. [→ 80], we will book the ticket price back to this Travel and goodwill voucher. If you pay a part of your ticket with a Travel and goodwill voucher, we will book the entire ticket price back to this Travel and goodwill voucher.
  
- D.1.6.2. Cancellation of Vorteilscards**
- D.1.6.2.1. A Vorteilscard cannot be cancelled.
  
- D.1.7. Reimbursement**
- D.1.7.1. Reimbursement of tickets**
- D.1.7.1.1. Tickets purchased via [tickets.oebb.at](https://tickets.oebb.at) and the ÖBB app can only be refunded as per Sections A.5.4. [→ 28] and A.6.1. [→ 29]. PDF tickets that have already been received as per Section A.6.2. [→ 30] cannot be refunded.
- D.1.7.1.2. The provisions regarding the right of withdrawal in distance selling transactions do not apply to contracts for the carriage of passengers due to the standard statutory exception.
  
- D.1.7.2. Reimbursement of Vorteilscards**
- D.1.7.2.1. The purchase price of a Vorteilscard cannot be refunded.
  
- D.1.8. Liability**
- D.1.8.1.1. Should you provide false information when booking via [tickets.oebb.at](https://tickets.oebb.at) or the ÖBB app, you are liable to us for damages resulting from your actions.
- D.1.8.1.2. Should you provide false information intentionally or engage in misuse, we will permanently exclude you from using [tickets.oebb.at](https://tickets.oebb.at) and the ÖBB app.
- D.1.8.1.3. We cannot guarantee the uninterrupted availability of [tickets.oebb.at](https://tickets.oebb.at) or the ÖBB app. The reason for this lies in the required technical preconditions for Internet services and telecommunication. You will not be entitled to any liability claims against us if these two sales channels are not available.
- D.1.8.1.4. We do not guarantee the accuracy and completeness of the information displayed.
- D.1.8.1.5. If individual provisions are or become ineffective, this will not affect the effectiveness of the other provisions.
- D.1.8.1.6. You agree with us regarding the exclusive applicability of Austrian law. If you are not a consumer within the meaning of § 1 para. 1 no. 2 KSchG, the place of jurisdiction and fulfilment for all claims is Vienna.
- D.1.8.1.7. Your contract with us is concluded exclusively in German. Different regulations may apply to individual products and connections.

## **D.2. - to remain empty -**

## **D.3. CTG for the Business offer**

### **D.3.1. General Terms and Conditions**

D.3.1.1.1. With these General Terms and Conditions (GTC), we define the basis of our business relationship.

D.3.1.1.2. The GTC shall apply from the time the contract for the ÖBB Business rate offer as per Section D.2.1.4. is concluded and supplement the provisions related to the business account in the "Guide for travelling with ÖBB in Austria" (as per Section C.10. [→ 71]), hereinafter referred to as the "Guide". Further information is available at [oebb.at](https://oebb.at).

### **D.3.2. Issued of the card**

D.3.2.1.1. We have a special offer for our business customers. The following customers can use the ÖBB Business offer as business customers:

- Entrepreneurs/enterprises within the meaning of the Austrian Commercial Code: Proof of corporate status is furnished by submission of an excerpt from the company register, a trade licence or any other proof of entrepreneurial activity.
- Associations within the meaning of the Associations Act: Proof is furnished by submission of an extract from the register of associations.
- recognised public institutions (e.g. schools or universities)

D.3.2.1.2. For registration, you must provide at least the following data:

- Name of the company, association or institution
- optional: Identification number (e.g. VAT ID, ZVR number (Central Register of Associations) or number of the previous customer account)
- Ansprechperson
- Address
- Payment method
- unique e-mail address (e-mail address that is not yet used in the ticket shop)

D.3.2.1.3. The ÖBB Business offer is intended for your own use and does not serve as a model for intermediaries. We have separate offers for intermediaries. Should the use of the ÖBB Business offer violate the contractual provisions and therefore be considered fraudulent, we reserve the right to terminate the contract without notice.

D.3.2.1.4. You register online at [oebb.at](https://oebb.at), to sign up for the ÖBB Business offer. The contract is concluded as soon as we have reviewed and accepted your registration for the ÖBB Business offer, which we are not obligated to do. The ÖBB Business rate cannot be used until it has been activated by means of the acceptance of the contract. You will receive a confirmation from us as soon as you can use the ÖBB Business rate and the business offer.

### **D.3.3. Usage and fair-Use policy**

D.3.3.1.1. You can book tickets at the ÖBB business rate for the following purposes, among others:

- Business trips and company outings for company employees – these are trips that are carried out within the context and in the interest of the company's operations.
- Trips for members of the association, which correspond to the association's purpose.

- Trips for employees of a public institution within the context and in the interest of the operation of the public institution.
- The use for private trips is prohibited – we have a separate offer for our end customers for such purposes.

### D.3.4. Sales channels and booking

D.3.4.1.1. Tickets can be booked at the ÖBB Business rate via selected sales channels:

- using the business account at [tickets.oebb.at](https://tickets.oebb.at)
- with the ÖBB app, you can only retrieve a previously booked ticket;
- via ÖBB sales channels such as ticket counters or the ÖBB customer service – payment is confirmed by means of a temporary TAN, which can be generated in advance in the business account if required;
- via partner booking channels (please note that in these cases you can only use the payment methods offered by the respective partners and that fees may apply).

### D.3.5. Änderungen

D.3.5.1.1. We will inform you in writing by e-mail about any changes to the GTC. You accept the changes if you do not object in writing within 14 days of receiving the letter laying out the changes. In the amendment letter, we will inform you of the 14-day objection period and that the changes will take effect if you do not object to them. If you object, both parties are entitled to terminate the contract with immediate effect. In this case, your business account will be irrevocably deleted.

D.3.5.1.2. • Please inform us immediately if your customer data changes, e.g. your company name, address or e-mail address. If you do not inform us, all documents and declarations sent to the last known postal or e-mail address are deemed to have been received.

### D.3.6. Cancellation and termination of the contract

D.3.6.1.1. You can terminate the contract at any time by giving two months' written notice. We will inform you about the end of the contract and the last day of use. It is not possible to re-activate a terminated account. You can, however, reregister for a business account, provided that you meet the requirements.

D.3.6.1.2. If you do not book any tickets for a continuous period of one year or if you do not reach the minimum sales volume as per Section C.10. [→ 71], we are entitled to terminate the contract and delete the account.

D.3.6.1.3. We can terminate the contract by observing a notice period of two months and without being required to give any reasons.

D.3.6.1.4. We can also terminate the contract with immediate effect for the following reasons:

- Abuse of the business offer, for example as per Sections A.1.2.1.3 und A.1.3
- Violation of the GTC or provisions of the Guide, in particular as per Section C.10. [→ 71] and D.1.5.4. [→ 79].
- Default in payment (non-payment or late payment of an invoice after a reminder has been sent)
- the account or means of payment specified for the settlement is not sufficiently covered
- Opening of insolvency proceedings, to the extent permitted by law

### **D.3.7. Applicable law**

D.3.7.1.1. Our contracts are governed by Austrian law, with the exception of the referring statutes of international private law and the UN Sales Convention. The place of performance and jurisdiction is Vienna, unless the case relates to a consumer transaction as per §1 of the Austrian Consumer Act (Konsumentenschutzgesetz).

### **D.3.8. Liability**

D.3.8.1.1. We are only liable for our employees in cases of intent and extremely gross negligence.

D.3.8.1.2. Any disclosure of business account data such as e.g. access data to third parties is at your own risk and expense. We assume no liability for bookings that constitute abuse by third parties or that have not been made in your interest.

### **D.3.9. Data protection**

D.3.9.1.1. Data protection is a matter of trust, and your trust is important to us. You can find out more about the way in which we process and use your data in our privacy policy, which you can view at <https://www.oebb.at/static/tarife/index.html>. As a business customer, you or your employer are responsible for what information you disclose and use at your own risk. We are, however, responsible for the booking and handling of the trip.

### **D.3.10. Contact**

D.3.10.1.1. Please send any declarations to ÖBB-Personenverkehr AG. You can find the contact details at [oebb.at](https://www.oebb.at).

## **D.4. GTC for the ÖBB Vorteils card**

### **D.4.1. Contract**

D.4.1.1.1. The contract for the ÖBB Vorteils card, hereinafter referred to as the “card”, between you as a customer and us, ÖBB-Personenverkehr AG, hereinafter referred to as “ÖBB”, comes into effect as soon as we accept your card order. Prerequisite: You meet all the conditions for the card stated in our general terms and conditions and in Section C.5. [→ 64] of the handbook. The contract ends with the expiry date on the card and cannot be terminated during the contract period. You can use the card to purchase selected ticket offers at a discount, as described in Section C.5. [→ 64] of the current handbook. The offers of our partner companies are exclusively subject to their own terms and conditions and terms of use.

D.4.1.1.2. The card is valid from the date you specified when ordering and ends after 12 months, on the expiry date printed on the card. You pay for your card when you order it. Should you not meet all of the requirements stated in Section C.5. [→ 64] of the handbook, the contract has not been concluded and the card is invalid. In this case, you may not use the card and must return it to us. Cards that have been issued on the basis of incorrect information will be collected and not replaced.

D.4.1.1.3. Approximately 2 months prior to the end of the contract, you will receive an invitation to renew the contract. The modality for contract renewal depends on the agreed method of payment:

- SEPA direct debit: The contract is automatically renewed for 12 months if you do not object to the contract renewal in writing within 4 weeks of receiving the invitation to renew the contract. If you object to the renewal of the contract in writing within the specified period, no new contract will be concluded, and the SEPA mandate issued will

be cancelled. In the invitation to renew the contract, you will again be separately informed of the start of the objection period and the legal consequences of not exercising your right of objection.

- **Payment form:** The contract is automatically renewed for 12 months if you pay the card fee for the new card using the payment form within 4 weeks of receiving the invitation to renew the contract. If you do not pay via the payment form in time, no new contract is concluded.

The new contract begins on the day after the expiry date of the previous card.

## **D.4.2. Issue of the card**

D.4.2.1.1. When the contract with us is concluded, you will receive a Vorteils card with your name by mail. We issue you with a temporary provisional ÖBB Vorteils card if you order a card for the first time or do not receive your renewed card in time, e.g. because it was lost in the mail.

D.4.2.1.2. Please sign your card in the signature field immediately after receiving it to prevent any misuse. Unsigned cards are invalid, and you bear the entire risk involved. Misused cards will be collected without replacement.

## **D.4.3. Using the card**

D.4.3.1.1. If you use the Vorteils card, please present the card during ticket inspection without being asked and hand it over if requested. The card is only valid in combination with a photo identification card including proof of age.

D.4.3.1.2. Use the card only if your card contract is in effect and the card is valid.

### **D.4.3.1.3. Meaning of the card addendums:**

**RAILPLUS:** With RAILPLUS, you receive discounts on cross-border, international train journeys. Further information is available at [www.oebb.at](http://www.oebb.at).

**Carsharing:** If you also use your card for car sharing, you enter into separate contracts with the car sharing partners. In this case, we are only intermediaries and accept no liability. Only the general terms and conditions of the respective car sharing partner apply.

## **D.4.4. Replacement card**

D.4.4.1.1. Please report the loss or theft of your card to the responsible authorities immediately. As soon as we receive your report, the card will be blocked, and you are released from the risk of misuse. You will then receive a replacement card for a service charge, as specified in Section E.1.13. [→ 91] of the handbook. We will issue you with a replacement card free of charge if your card is lost in the mail and you report the loss to the ÖBB customer service at +43/1/5 1717 within 6 weeks of submitting your application. You will receive a provisional Vorteils card free of charge at any ÖBB ticket counter for use until you receive your replacement card.

## **D.4.5. Changes of address and customer data**

D.4.5.1.1. Please inform us immediately if your customer data changes, e.g. your name, address, e-mail, etc. If you do not inform us, all documents and declarations sent to the last known address/e-mail address are deemed to have been received.

## **D.4.6. Modifications**

D.4.6.1.1. We will inform you in writing by letter or e-mail about changes to the General Terms and Conditions of the Vorteils card. You accept the changes if you do not object in writing within 4 weeks of receiving the letter laying out the changes. In the amendment letter, we

will inform you of the four-week objection period and that the changes will take effect if you do not object to them. If you object, you can terminate the contract with immediate effect. In this case, you must return the card to us. The paid card fee will be refunded pro rata.

#### **D.4.7. Miscellaneous**

##### **D.4.7.1. Applicable law**

D.4.7.1.1. Our contracts are governed by Austrian law, under exclusion of the referring statutes of international private law and the UN Sales Convention. The place of performance and jurisdiction is Vienna, unless the case relates to a consumer transaction as per §1 of the Austrian Consumer Act (Konsumentenschutzgesetz).

##### **D.4.7.2. Liability**

D.4.7.2.1. We are only liable for our employees in cases of intent and gross negligence.

##### **D.4.7.3. Contact**

D.4.7.3.1. Please send any declarations to ÖBB-Personenverkehr AG. You can find the contact details at [www.oebb.at](http://www.oebb.at).

### **D.5. GTC for the ÖBB Österreichcard**

#### **D.5.1. Contract**

- D.5.1.1.1. The contract for the ÖBB Österreichcard, hereinafter referred to as the “card”, between you as a customer and us, ÖBB-Personenverkehr AG, hereinafter referred to as “ÖBB”, comes into effect as soon as we accept your card order. Prerequisite: You meet all the conditions for the card stated in our general terms and conditions and in Section C.6. [→ 69] of the handbook. The contract ends on the expiry date indicated on the card. With the card, you can use the entire ÖBB network in Austria, as described in Section C.6. [→ 69] of the current handbook. The offers of our partner companies are exclusively subject to their own terms and conditions and terms of use.
- D.5.1.1.2. The card is valid from the date you specified when ordering and ends after 12 months, on the expiry date printed on the card. Should you not meet all of the requirements stated in Section C.6. [→ 69] of the handbook, the contract has not been concluded and the card is invalid. In this case, you may not use the card and must return it to us. Cards that have been issued on the basis of incorrect information will be collected and not replaced.
- D.5.1.1.3. As a rule, you pay for the card when you order it. If you would like to use the instalment option, you pay the first 2 monthly instalments when ordering; the balance will be debited from your account via SEPA direct debit in 10 equal monthly instalments. If you renew your card contract using SEPA direct debit, we will debit the card price from your account in 12 equal monthly instalments. If you pay your card without the instalment option, you renew it by depositing the total amount indicated on the payment form.
- D.5.1.1.4. Approximately 2 months prior to the end of the contract, you will receive an invitation to renew the contract. The modality for contract renewal depends on the agreed method of payment:
- SEPA direct debit: The contract is automatically renewed for 12 months if you do not object to the contract renewal in writing within 4 weeks of receiving the invitation to renew the contract. If you object to the renewal of the contract in writing within the specified period, no new contract will be concluded, and the SEPA mandate issued will



be cancelled. In the invitation to renew the contract, you will again be separately informed of the start of the objection period and the legal consequences of not exercising your right of objection.

- **Payment form:** The contract is automatically renewed for 12 months if you pay the card fee for the new card using the payment form within 4 weeks of receiving the invitation to renew the contract. If you do not pay via the payment form in time, no new contract is concluded.

The new contract begins on the day after the expiry date of the previous card.

- D.5.1.1.5. During the period of validity, you can cancel your Österreichcard from the beginning of the 7th contract month onwards. For this, you return the card at an ÖBB ticket counter. We will charge a cancellation fee in the amount of the price for one month, which is one twelfth of the purchase price. If you paid the entire ticket price at once, we will transfer the corresponding monthly amounts to your account for each month not started, minus the cancellation fee. If you do not have an account, we will pay the amount to you by postal order. If you pay the Österreichcard monthly by SEPA direct debit, one last monthly amount will be debited as a cancellation fee.

## D.5.2. Issue of the card

- D.5.2.1.1. When the contract with us is concluded, you will receive an Österreichcard with your name and the specified carriage class by mail. We will issue you with a temporary provisional ÖBB Österreichcard if you order a card for the first time or do not receive your renewed card in time, e.g. because it was lost in the mail.
- D.5.2.1.2. Please sign your card in the signature field immediately after receiving it in order to confirm the printed date and to prevent any misuse. Unsigned cards are invalid, and you bear the entire risk involved. Misused cards will be collected without replacement.

## D.5.3. Using the card

- D.5.3.1.1. If you use the Österreichcard, please present the card during ticket inspection without being asked and hand it over if requested. The card entitles you to carriage in the specified carriage class in accordance with the provisions of Section B.1.3. [→ 40] of the handbook.
- D.5.3.1.2. Use the card only if your card contract is in effect and the card is valid.

### D.5.3.1.3. **Meaning of the card addendums:**

**RAILPLUS:** With RAILPLUS, you receive discounts on cross-border, international train journeys. Further information is available at [www.oebb.at](http://www.oebb.at).

**Carsharing:** If you also use your card for car sharing, you enter into separate contracts with the car sharing partners. In this case, we are only intermediaries and accept no liability. Only the general terms and conditions of the respective car sharing partner apply.

## D.5.4. Replacement card

- D.5.4.1.1. Please report the loss or theft of your card to the responsible authorities immediately. As soon as we receive your report, the card will be blocked, and you are released from the risk of misuse. You will then receive a replacement card for a service charge, as specified in Section E.1.13. [→ 91] of the handbook. We will issue you with a replacement card free of charge if your card is lost in the mail and you report the loss to the ÖBB customer service at +43/1/5 1717 within 6 weeks of ordering. You will receive a provisional Österreichcard free of charge at any ÖBB ticket counter for use until you receive your replacement card.

## **D.5.5. Changes of address and customer data**

D.5.5.1.1. Please inform us immediately if your customer data changes, e.g. your name, address, e-mail address, etc. If you do not inform us, all documents and declarations sent to the last known address/e-mail address are deemed to have been received.

## **D.5.6. Modifications**

D.5.6.1.1. We will inform you in writing by letter or e-mail about changes to the General Terms and Conditions of the Österreichcard. You accept the changes if you do not object in writing within 4 weeks of receiving the letter laying out the changes. In the amendment letter, we will inform you of the four-week objection period and that the changes will take effect if you do not object to them. If you object, you can terminate the contract with immediate effect. In this case, you must return the card to us. The paid card fee will be refunded pro rata for each month not started.

## **D.5.7. Miscellaneous**

### **D.5.7.1. Applicable law**

D.5.7.1.1. Our contracts are governed by Austrian law, with the exception of the referring statutes of international private law and the UN Sales Convention. The place of performance and jurisdiction is Vienna, unless the case relates to a consumer transaction as per §1 of the Austrian Consumer Act (Konsumentenschutzgesetz).

### **D.5.7.2. Liability**

D.5.7.2.1. We are only liable for our employees in cases of gross negligence.

### **D.5.7.3. Contact**

D.5.7.3.1. Please send any declarations to ÖBB-Personenverkehr AG. You can find the contact details at [www.oebb.at](http://www.oebb.at).

### **D.5.7.4. Special provisions for the ÖBB Österreichcard Zivildienst**

D.5.7.4.1. For the Österreichcard Zivildienst, Sections D.5.1.1.2. [→ 86] through D.5.1.1.5. [→ 87] and D.5.7. [→ 88] do not apply.



## E. Appendices

### E.1. Fees

#### E.1.1. Service fee

E.1.1.1.1. We charge this fee in the event of immediate payment of a fare on the train or bus. This applies to all tickets:

- that are not standard tickets and
- that are ÖBB standard tickets, but do not include an ÖBB revenue share, for example pure international tickets or tickets for private railways in Austria.

E.1.1.1.2. We charge this fee when you cannot present your Vorteilscard with a Vorteilscard-discounted seat reservation, as per C.5. [→ 64].

E.1.1.1.3. The fee is € 3.00.

E.1.1.1.4. The fee includes 10 % VAT.

#### E.1.2. Penalty fares

E.1.2.1.1. We charge a penalty fare to passengers without a valid ticket.

E.1.2.1.2. The fee is € 105.00.

E.1.2.1.3. The fee includes a fare of € 17.50, including 10 % VAT. The remaining fee includes 0 % VAT.

#### E.1.3. Processing fee if payment is not made immediately

E.1.3.1.1. We charge this processing fee if the ticket, Penalty fares, Cleaning costs, Penalty fee or Penalty fee for the misuse of emergency facilities is not paid immediately.

E.1.3.1.2. The fee is € 30.00.

E.1.3.1.3. The fee includes 0 % VAT.

#### E.1.4. Processing fee for children and adults under the age of 18

E.1.4.1.1. We charge this processing fee for children and adults under the age of 18 for the subsequent submission of an ID card.

E.1.4.1.2. The fee is € 5.00.

E.1.4.1.3. The fee includes 10 % VAT.

#### E.1.5. Processing fee for subsequent verification

E.1.5.1.1. We charge the processing fee for the subsequent verification of the validity of an annual ticket, an Österreichcard, a free pass for school students, a free pass for apprentices or a Vorteilscard.

E.1.5.1.2. The fee is € 10.00.

E.1.5.1.3. The fee includes 10 % VAT.

#### E.1.6. Dunning costs

E.1.6.1.1. We charge dunning costs for the reminder for a charge, fee or fine.

E.1.6.1.2. The dunning fee is € 18.00.

E.1.6.1.3. Dunning costs include 0 % VAT.

### **E.1.7. Cleaning costs**

- E.1.7.1.1. We charge this amount if our trains have been soiled and need to be cleaned by us or third parties.
- E.1.7.1.2. The fee is € 90.00.
- E.1.7.1.3. The fee includes 0 % VAT.

### **E.1.8. Penalty fee**

- E.1.8.1.1. We charge this fee for unacceptable, improper behaviour. Among other things, this includes:
  - smoking
  - any action or activity that poses a danger to other passengers or causes a nuisance to them
  - handling fire, sharp and/or pointed objects and the like
  - damaging ÖBB property
- E.1.8.1.2. This applies in particular to non-compliance with the provisions of the applicable health and safety regulations and laws, to the extent that these regulate the use of means of mass transport.
- E.1.8.1.3. The fee is € 40.00.
- E.1.8.1.4. The fee includes 0 % VAT.

### **E.1.9. Penalty fee for the misuse of emergency facilities**

- E.1.9.1.1. We charge this fee for the misuse of emergency facilities, e.g. unjustified pulling of the emergency brake, unjustified pressing of the emergency button or triggering of the fire alarm.
- E.1.9.1.2. The fee is € 90.00.
- E.1.9.1.3. The fee includes 0 % VAT.

### **E.1.10. Service fee for printing information**

- E.1.10.1.1. We charge this fee for printing information that is not directly related to a ticket purchase.
- E.1.10.1.2. The fee is 1 Euro.
- E.1.10.1.3. The fee includes 20 % VAT.

### **E.1.11. Service fee for sending travel documents**

- E.1.11.1.1. We charge this fee for sending travel documents.
- E.1.11.1.2. The fee is € 5.00.
- E.1.11.1.3. The fee includes 10 % VAT.

### **E.1.12. Service fee for the purchase of tickets of foreign railways**

- E.1.12.1.1. We charge this fee for the purchase of tickets for SBB (Switzerland), SNCF (France) and RENFE (Spain).
- E.1.12.1.2. The fee is € 5.00.
- E.1.12.1.3. The fee includes 20 % VAT.

### **E.1.13. Service fee for the replacement issue of a lost Vorteils card or Österreich card**

- E.1.13.1.1. We charge this fee for the reissue of a lost Vorteils card or Österreich card. This also applies to temporary cards. It does not apply to Vorteils cards issued free of charge as per Section C.5.3.1.2. [→ 65].
- E.1.13.1.2. The fee is € 15.00.
- E.1.13.1.3. The fee includes 10 % VAT.

### **E.1.14. Service fee for shunting**

- E.1.14.1.1. We charge this fee for shunting services for motorail trains, for each 15 minutes or part thereof.
- E.1.14.1.2. The fee is € 45.00.
- E.1.14.1.3. The fee includes 20 % VAT.

### **E.1.15. Service fee for fare confirmation**

- E.1.15.1.1. We charge this fee for issuing an official fare confirmation without you buying a ticket.
- E.1.15.1.2. The fee is € 5.00.
- E.1.15.1.3. The fee includes 20 % VAT.

## **E.2. - to remain empty -**

## **E.3. Access regulations for persons with limited mobility**

- E.3.1.1.1. <https://www.oebb.at/en/barriererefreies-reisen/barrierefreies-reisen>

## **E.4. List of stations grouped to urban transport stations**

### **E.4.1. Vienna**

- E.4.1.1.1. The urban transport station Vienna includes the following train stations:
  - WIEN WESTBF
  - WIEN HAUPTBAHNHOF
  - WIEN PENZING
  - WIEN WOLF IN DER AU
  - WIEN HUETTELDORF
  - WIEN HADERSDORF
  - WIEN WEIDLINGAU
  - PURKERSDORF-SANAT.
  - WIEN BREITENSEE
  - WIEN OTTAKRING
  - WIEN HERNALS
  - WIEN GERSTHOF
  - WIEN KROTTENBACHSTRASSE
  - WIEN OBERDOEBLING

- WIEN SPEISING
- WIEN HANDELSKAI
- WIEN FRANZ-JOSEFSBF
- WIEN SPITTELAU
- WIEN HEILIGENSTADT
- WIEN NUSSDORF
- KAHLENBERGERDORF
- BRUENNER STRASSE
- WIEN JEDLERSDORF
- WIEN STREBERSDORF
- WIEN PRATERSTERN
- WIEN TRAISENGASSE
- WIEN FLORIDSDORF
- WIEN SIEMENSSTRASSE
- WIEN LEOPOLDAU
- WIEN SUESSENBRUNN
- WIEN MITTE
- WIEN RENNWEG
- WIEN QUARTIER BELVEDERE
- WIEN HAUPTBAHNHOF
- WIEN MATZLEINSDORFERPLATZ
- WIEN HAIDESTRASSE
- WIEN SIMMERING
- WIEN PRATERKAI
- WIEN STADLAU
- GERASDORF
- WIEN ASPERN NORD
- WIEN ERZHERZOG KARL-STR.
- HIRSCHSTETTEN
- SCHWECHAT
- WIEN GRILLGASSE
- KLEDERING
- WIEN GEISELBERGSTRASSE
- WIEN KAISEREBSBERGSDORF
- WIEN ST. MARX
- ZENTRALFRIEDHOF

- WIEN MEIDLING
- WIEN HETZENDORF
- WIEN ATZGERSDORF
- WIEN LIESING
- WIEN BLUMENTAL

## **E.4.2. St. Pölten**

E.4.2.1.1. The urban transport station St. Pölten includes the following train stations:

- POTTENBRUNN
- ST. PÖLTEN CENTRAL STATION
- UNTERRADLBERG
- ST. GEORGEN AM STEINFELDE
- ST. PÖLTEN KAISERWALD
- ST. PÖLTEN TRAIENPARK
- ST. PÖLTEN PORSCHESTRASSE
- VIEHOFEN
- OBERRADLBERG
- HART-WÖRTH

## **E.4.3. Linz**

E.4.3.1.1. The urban transport station Linz includes the following train stations:

- LINZ PICHLING
- LEONDING
- LINZ FRANCKSTRASSE
- LINZ WEGSCHEID
- LINZ EBELSBERG
- LINZ HBF
- LINZ OED
- LINZ URFAHR

## **E.4.4. Salzburg**

E.4.4.1.1. The urban transport station Salzburg includes the following train stations:

- SALZBURG KASERN
- SALZBURG SUED
- SALZBURG HBF
- SALZBURG MUELLN-ALTSTADT
- SALZBURG AIGLHOF
- SALZBURG SAM

- SALZBURG GNIGL
- SALZBURG PARSCH
- SALZBURG AIGEN
- SALZBURG TAXHAM EUROPAPARK
- SALZBURG LIEFERING

#### E.4.5. Innsbruck

E.4.5.1.1. The urban transport station Innsbruck includes the following train stations:

- INNSBRUCK-HOETTING
- ALLERHEILIGENHOEFER
- INNSBRUCK HBF.
- INNSBRUCK WESTBF
- KRANEBITTEN

#### E.4.6. Graz

E.4.6.1.1. The urban transport station Graz includes the following train stations:

- FELDKIRCHEN-SEIERSBERG
- GRAZ PUNTIGAM
- GRAZ DON BOSCO
- GRAZ OSTBAHNHOF – MESSE
- GRAZ LIEBENAU MURPARK
- JUDENDF-STRASSENDEL
- FLUGHAFEN GRAZ-FELD
- RAABA
- GRAZ HBF

#### E.4.7. Klagenfurt

E.4.7.1.1. The urban transport station Klagenfurt includes the following train stations:

- KLAGENFURT OSTBF.
- KLAGENFURT LEND
- KLAGENFURT ANNAB.
- KRUMPENDORF
- KLAGENFURT HBF
- KLAGENFURT EBENTHAL
- KLAGENFURT WEST
- KLAGENFURT SÜD

## **E.5. Transport associations in Austria**

### **E.5.1. Transport association eastern region**

E.5.1.1.1. Verkehrsverbund Ost-Region (VOR) Gesellschaft m.b.H.  
Management for Vienna, Lower Austria and Burgenland  
Europaplatz 3/3A  
1150 Vienna

E.5.1.1.2. [www.vor.at](http://www.vor.at)

### **E.5.2. - to remain empty -**

### **E.5.3. Transport association Upper Austria**

E.5.3.1.1. OÖ Verkehrsverbund-Organisations GmbH Nfg. & Co KG  
Volksgartenstraße 15/4  
4020 Linz

E.5.3.1.2. [www.ooevv.at](http://www.ooevv.at)

### **E.5.4. Transport association Salzburg**

E.5.4.1.1. Salzburger Verkehrsverbund GmbH  
Schallmooser Hauptstraße 10  
Postfach 74  
5027 Salzburg

E.5.4.1.2. [www.svv-info.at](http://www.svv-info.at)

### **E.5.5. Transport association Tyrol**

E.5.5.1.1. Verkehrsverbund Tirol GesmbH  
Sterzinger Straße 3  
6020 Innsbruck

E.5.5.1.2. [www.vvt.at](http://www.vvt.at)

### **E.5.6. Transport association Vorarlberg**

E.5.6.1.1. Verkehrsverbund Vorarlberg GmbH  
Herrengasse 12  
6800 Feldkirch

E.5.6.1.2. [www.vmobil.at](http://www.vmobil.at)

### **E.5.7. Transport association Styria**

E.5.7.1.1. Verkehrsverbund Steiermark GmbH  
Metahofgasse 16  
8020 Graz

E.5.7.1.2. [www.verbundlinie.at](http://www.verbundlinie.at)

### **E.5.8. Transport association Carinthia**

E.5.8.1.1. Verkehrsverbund Kärnten GmbH

Bahnhofplatz 5

9020 Klagenfurt

E.5.8.1.2.

[www.kaerntner-linien.at](http://www.kaerntner-linien.at)

## **E.6. Contact details for the Agency for Passenger Rights (apf)**

E.6.1.1.1.

Agentur für Passagier und Fahrgastrechte (apf)

Linke Wienzeile 4/1/6

1060 Wien

[www.apf.gv.at](http://www.apf.gv.at)

## **E.7. Communal train stations**

E.7.1.1.1.

ÖBB's network includes the following communal train stations:

- Buchs SG
- St. Margrethen
- Lindau (Bodensee) Reutin
- Kufstein
- Salzburg Central Station
- Passau Central Station
- Simbach (Inn)
- Sopron
- Tarvisio Bosco Verde
- San Candido/Innichen
- Brennero/Brenner